



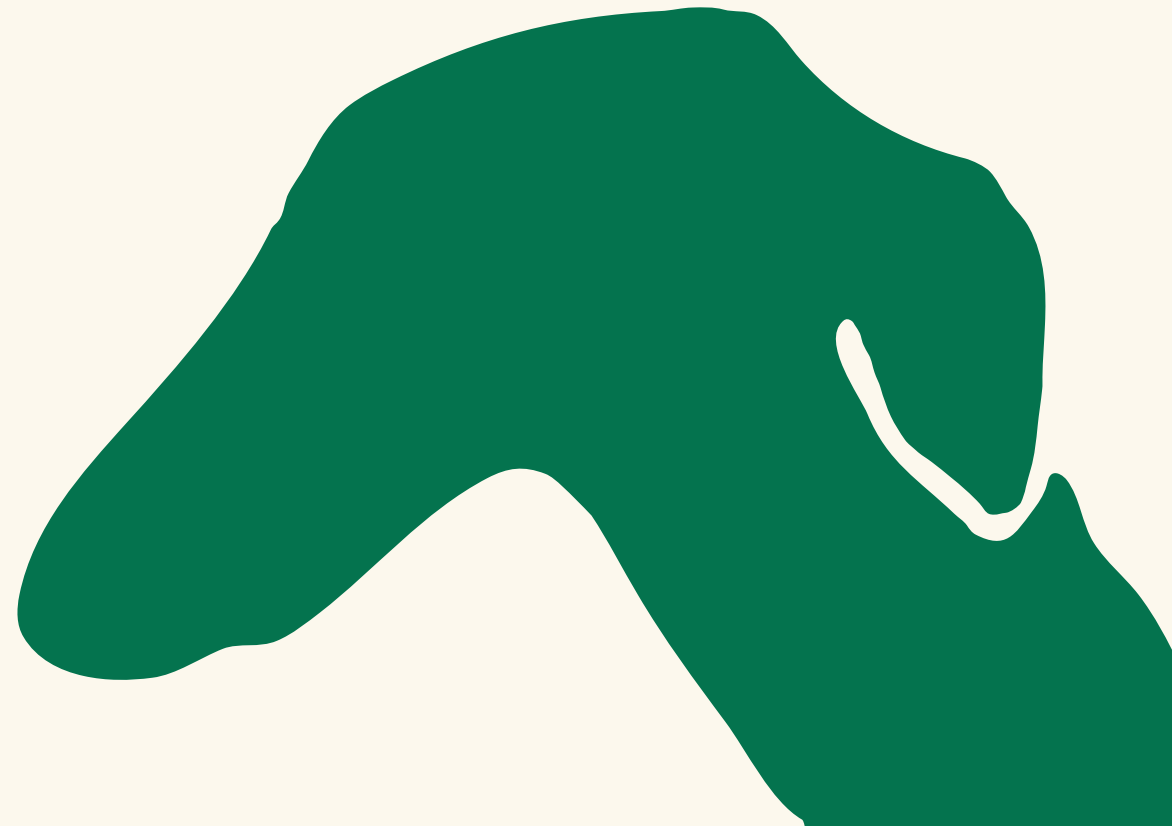
Sustainability Review

2024



Sustainability Review

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Musti Group Sustainability Review 2024

Trusty

The Musti responsibility approach

THEMES



Pets and their parents

High quality and safe products and services
+
Satisfied and loyal customers
+
Customer privacy



Employees

Thriving experts
+
Well-being at work



Communities

Working for the common good
+
Openness for new inventions

BASIS

Responsible supply chain

Suppliers committed to Musti's requirements on responsible business practices
+
Transparency of supply chain



Reducing environmental impact

CO₂ emissions and energy management
+
Recycling and waste management



Good governance and high ethics

Compliance with policies and principles

1. Responsibility in the Musti Group

Trusty – sustainability approach

Musti Group is a market leader in the growing and changing Nordic pet care market. Our mission is to make life easier, safer and more fun for pets and their parents throughout their pets' lives. For us, the well-being of pets and people comes first in everything we do.

The Musti Group's Trusty sustainability approach is divided into three themes and three pillars on which everything we do is based. These themes and pillars cover the most relevant sustainability issues for the Musti Group. Pets and their parents, employees and communities are the main themes of the Trusty sustainability approach. The main themes show which issues are important to the Musti Group and its stakeholders. Responsible supply chain, reducing environmental impact, good governance and high ethics are the cornerstones of the ESG programme.

The Trusty sustainability approach is based on a materiality assessment carried out in the financial year 2021. As part of the materiality assessment, the Musti Group set sustainability metrics and targets for the period 2022-2025.

Management of the sustainability work

The Board of Directors of Musti Group Plc has approved the Trusty sustainability approach and monitors its implementation with the Group's management team. Sustainability activities are led by the Chief Operating Officer (COO) of Musti Group, who is a member of the Group Management Team.

The intranet and various internal trainings and events support sustainability management and communication, strengthening Musti Group's corporate culture. The Group's sustainability work is also communicated through Trusty stories, which are published on the website and intranet.

Musti Group's sustainability work is guided by the following policies and principles:

- Musti Group Code of Conduct
- Supplier Code of Conduct
- Amfori BSCI Code of Conduct

- People Principles
- Product Safety and Quality according to HACCP principles
- Animal Welfare and Pet Partenting Support Principles
- Information Security and Data Prtection Policy

Stakeholders

Musti Group’s key stakeholders include employees, consumers, partners and suppliers, investors and analysts, as well as pet associations and other NGO partners. Regular dialogue ensures that the expectations and development needs of the various stakeholders for the sustainability work of the Musti Group are taken into account.

Table Channels and topics of interaction with key stakeholders

Stakeholder groups	Channels for interaction	Sustainability topics
Consumers	Customer encounters in stores Consumer service channels Consumer satisfaction surveys Social media	Product quality and safety Origin of products Responsible supply chain Musti as an employer and employee wellbeing
Employees	Teamwork and management Meetings Onboarding and trainings Intranet Employee surveys	Well-being and occupational health in the workplace Work safety Environmental work Diversity and equality
Suppliers	Supplier meetings Trade fair meetings	Product quality and safety Origin of products and traceability Packaging Supplier’s environmental work Supplier as an employer Respect of Human rights
Investors, capital markets, authorities	Meetings and share of information Negotiations General meeting Financial reporting and press conferences Webpages	Profitable business Good governance Climate change mitigation Responsible supply chain Respect of Human rights Anti-corruption and anti-bribery
Pet community	Events and happenings Campaigns Trainings and knowledge sharing	Wellbeing and health of pets and pet parents
NGO’s	Events and meetings Shared campaigns and communication	Increase of pet wellbeing and health Decrease of pet feed wastage

Musti Group has been a member of the UN Global Compact since 2013 and a member of the amfori BSCI since 2016.

In the financial year 2024, the Musti Group achieved a AA rating in the MSCI ESG Rating Index.

Value chain

The Musti Group’s value chain includes the manufacturing of own-brand products, managing the product range with suppliers, transporting the products to warehouses and distributing them to stores or online directly to consumers, who are the end users of the products.

Towards CSRD sustainability reporting

In 2023, the Musti Group started a double materiality analysis in accordance with the CSRD and the Finnish Accounting Act, which was complemented in 2024 by an assessment of impacts, risks and opportunities in accordance with the Sustainability Reporting Standard (ESRS). This preliminary assessment determined the material issues for Musti Group that are reportable under the ESRS standards, which we will report on in 2026 for the financial year 1 January - 31 December 2025.

Topical ESRS	Topic	Sub-topic	Sub-sub-topic
E1	Climate change	Climate change mitigation	
E5	Circular economy	Resources inflows, including resource use	
		Resource outflows related to products and services	
		Waste	
S1	Own workforce	Working conditions	Working time
			Adequate wages
			Social dialogue
			Health and safety
		Equal treatment and opportunities for all	Gender equality and equal pay for work of equal value
Training and skills development			
Diversity			
Other work-related rights	Privacy		
S2	Workers in the value chain	Working conditions	Health and safety and other work-related rights
		Other work-related rights	Privacy and Human Rights
S4	Consumers and end-users	Information-related impacts for consumers and/or end-users	Privacy
			Freedom of expression
			Access to (quality) information
		Personal safety of consumers and/or end-users	Health and safety
Security of a person			
Responsible marketing practices			
G1	Business conduct	Animal welfare	
		Management of relationships with suppliers	
		Corruption and bribery	Prevention and detection including training

In our view, the preliminary result of the double materiality analysis is in line with the essential responsibility themes of the Musti Group’s Trusty sustainability approach. During 2025, we will refine the content of our sustainability work and plan our activities in relation to managing the material impacts, risks and opportunities assessed in the double materiality analysis, and develop targets and metrics in line with sustainability reporting standards.

2. Pets and their parents

The well-being of pets and their family members is a priority for Musti and the Musti pack. Our aim is to support the life and everyday life of pet families through our range of products and services. Our customers have the opportunity to purchase pet welfare services and products under one roof in our stores or easily on our brands’ websites.

Ten years of pet welfare services - towards holistic pet wellbeing

In 2014, Musti Group’s first store in Finland started offering pet welfare services. The first services were dog grooming and puppy dating. Over the past ten years, the range of services has grown and expanded to other countries of operation and in 2024, the pet care services included trimming and nail trimming, health, nutrition and grooming services, as well as pet training and learning support services. In 2024, grooming and nail clipping services were used approximately 107 000 times. Body care services were used approximately 2 500 times, as were animal training services.

CASE

Ten special years of supporting the wellness of pets

One of the key objectives of Musti and Mirri’s pet wellness services is to promote the welfare of pets and an ethical pet care culture. We started on this path 10 years ago, first offering fur wellness services in one of our offices in Finland. Over the years, we recognised the need for other types of pet wellness services and our operations have expanded year on year.

[→ Read more](#)

We invested in the know-how of our sales personnel and pet parents

In 2024, we have strengthened the customer service skills of our sales personnel in all countries of operation, as well as our knowledge of dog and cat nutrition in Sweden and Norway. A Nutrition Deep Dive (“Foderprat”) training programme was organised for sales personnel, sharing information on nutrition and the effects of food on pets, as well as practical tips on various feeding challenges. The aim of the training programme was to enable sales personnel to use their knowledge to impart appropriate nutritional information to pet parents in customer service situations, thus promoting the welfare of pets. The training programme received excellent feedback.

In Finland, the Group’s animal trainers organized several training sessions for welfare professionals and sales personnel to support them in creating unique customer experiences and to act as an interpreter between pets and their family members.

CASE

A pet’s well-being starts with pet parents’ knowledge of good nutrition – Musti supports pet parents in increasing their knowledge

The nutritional knowledge of our sales personnel plays a crucial role when pet parents make pet food purchasing decisions in our stores. Musti Group invests in employee training on pet nutrition, offering a wide range of learning opportunities from new employee orientation and an online learning platform to mandatory self-study courses, training programmes and everyday coffee meetings. Our experts are in the habit of discussing pet nutrition and food issues among colleagues and sharing lessons with customers is also important to our sales personnel.

→ [Read more](#)

Through our services and product range, we aim to increase interaction between pets and their owners and help interpret their needs to promote their well-being.

Product safety and product information in line with the principle of continuous improvement

Our business is based on product safety and the accuracy of product information. This is part of our daily work, from product range planning to negotiations with suppliers, to agreed quality and product safety criteria. We require our pet food suppliers to assess and prevent production risks in accordance with HACCP principles and to have a functioning product traceability system. Certified product safety management systems are our recommendation for all our suppliers.

In 2024, we developed the assessment and management of product safety risks in our warehouses in line with HACCP principles. The development of the product safety system (FSSC 22000) at our pet food factory, Musti Kitchen, was aimed at implementing the requirements of the new version of the standard (FSSC 22000, V6), both in terms of operations and documentation, bringing the feed industry’s practices up to the level of food production.

We used customer feedback to improve our operations

Customer feedback is of paramount importance to Musti Group, which we also use in the design and development of our product and service portfolio.

Our customers can give us feedback via our e-commerce chat, by phone or email, and in our stores directly to our staff. In 2024, we have continued the development of our customer feedback and complaints processes and systems, which we have already started. Our aim is to achieve a more integrated approach to handling and managing customer service and in-store feedback. This work will continue in 2025, with the aim of creating a smooth customer experience and ensuring that our products and services meet customer expectations.

In year 2024, Musti Group’s overall NPS score was 76.7 on a scale of -100 to +100 (2023: 75.3). During 2024, Musti Group expanded its NPS measurement points and harmonized practices across the Nordic countries.

Customer privacy

Customer privacy is an important part of a quality customer experience. Data security and privacy are a key part of Musti Group’s ongoing compliance, risk management and accountability principles.

The following table shows the progress of the Trusty sustainability approach objectives related to the Pets and their families sub-area during the 2024 financial year.

Linkage to CSRD	Materiality matters	Target by 2025	KPI*	FY 2024 results	Comparison period result (2023)
S4	High quality and safe products and services	Comprehensive quality monitoring High product quality	Consumer complaint index (Reducing the number of complaints) Recall done within 1 hour	Development on going, no result Recall exercise on 5.3.2024	New KPI Recall exercise on 18.4.2023
S4	Satisfied and loyal customers	Good NPS (scale -100 to +100)	Good NPS	76.7	75.3
S4	Customer privacy	Identified leaks, thefts, or losses of customer data	Cases annually (target 0)	0	0

*The indicators will be assessed and updated during 2025 to be in line with ESRS reporting standards. The need to remove indicators that are duplicative or do not add sufficient value from a development perspective will also be assessed.

3. Employees

The Musti Group has nearly 2 200 employees in the Nordic countries who work every day for the welfare of pets and their families. At Musti Group, we believe that a good customer experience cannot be achieved without satisfied and professional employees. Musti Group invests to be an attractive and desirable employer.

We invest in employee training and in developing professional skills and competences.

Musti Group offers employees many opportunities for professional and personal development, enabling them to serve customers better and, depending on their role, to lead their team and business better.

There are various training programmes and other development opportunities for different groups of employees, such as customer service personnel in the stores, personnel in the logistics centre and pet food factory, as well as managers and office personnel.

The development of job satisfaction and a Musti culture aims at a good employee experience and increased skills. Musti Pawcademy is the Group’s learning framework, which consists of three main areas of competence development: e-learning, on-the-job training and community learning. All training and recordings are available on an online platform, accessible to our employees at any time. E-learning forms the basis of Musti Pawcademy. They include mandatory training on topics such as Musti’s Code of Conduct, work environment, product knowledge and sustainability, as well as a tailored, employee-specific learning path based on their role.

Training will be complemented by on-the-job learning and sharing, job rotation and networking solutions to enhance different ways of developing knowledge and skills. In FY 2024, Musti Group organized monthly live training sessions “Finally Wednesday” to share knowledge, tips and inspiration on current topics. These trainings for sales personnel attracted around 300-400 participants during each training. In addition to promoting interactive learning, the trainings also provided good opportunities to showcase new products and product knowledge.

The Nordic Musti Group’s training concept “My Musti Development” for employees and managers was continued in 2024 as an interactive distance learning programme offering tools for feedback, coaching leadership, building resilience in changes, work-life balance, and time management.

In addition, the Group’s countries of operation independently organize their own training courses as required, but with the same topics being covered in all countries.

We organize regular training sessions for our store staff on how to deal with different customer service situations. An induction programme and related training is mandatory for every Musti employee.

Internal training topics have included:

- Pet care - Claw clipping
- Pet care - Teeth health and brushing
- Grooming of cat and dog
- Sales training for the products within the Service area
- Puppy dates & Puppy instructor
- Dog trainers

We also aim to increase interaction and learning situations between office and shop employees. The “Office Paws getting to know shop work” concept aims to get Must’s employees to get to know each other better. This will increase mutual understanding of how office work affects the stores and vice versa. Making new contacts will also facilitate future communication. The Must office employees, including senior management, got to know the shop floor during a four-hour shift. The concept was implemented for the second time in 2024.

CASE

“Musti Office goes stores” strengthens Musti’s pack

As an employer, Musti wants to take good care of the pack. High job satisfaction is a sign of wellbeing, and we do our best to make all employees feel part of Musti paw. In 2023, Musti’s office workers in Finland had the opportunity to experience shop work for the first time and the feedback was positive, and a second time was in 2024. Both office and shop employees found the experience eye-opening and a bonding experience.

→ [Read more](#)

We also aim to take into account the individual needs of our employees and the development of their skills. In 2024, we reintroduced the “Musti Goes Abroad” concept, which gives our employees in different countries of operation the opportunity for short-term job rotation in another location, crossing country borders. The concept also allows us to share know-how and best practices between our different offices and further strengthen our corporate culture. In 2024, one employee from both Finland and Norway went on job rotation to another Group country.

We are committed to equal treatment of employees and to promoting diversity

The basis for human resources management and development is the Group’s internal People Principles, which takes a stand on the following issues:

- At Musti everyone has equal opportunities to training and personal development, and to advance their career.
- Musti encourages all genders equally to seek opportunities at all organizational levels.
- Musti respects the privacy and personal characteristics of every individual and does not accept any discrimination, intimidation or harassment at work.
- Everyone working at Musti must treat all colleagues and customers with kindness and respect.

Musti Group’s corporate culture is based on trust and sharing. As an employer, Musti provides safe working conditions for all its employees, investing in employee well-being, occupational health and workability management. This commitment applies to people working in stores, warehouses, offices and pet food factory in all Musti Group countries of operation.

In 2023, our Group companies carried out equality assessments, which looked at the following issues:

- Information on employees and employment structure
- Equal pay
- Workforce development
- Musti Pawcademy: Training and skills development, available training, and skills development programs per country
- Workplace equality assessment survey
- Results on Musti View survey on equality (fairness and respect)
- Key observations based on Musti View Survey Equality results

The results of the equality assessments provided the basis for the actions taken in 2024 and will be reassessed in 2025. The actions taken in 2024 included the creation of Nordic-wide onboarding pathways for all staff groups (more than 10 different pathways). In addition, the creation of a job grade architecture was initiated.

Equality and fairness issues are monitored annually as part of a staff survey with specific questions in the area of Fairness. However, the 2024 survey was postponed to 2025, so the 2023 Fairness/Equality Index result of 70.7% is the latest.

We came second in the diversity measure

In the Nordic Business Diversity Index, published in 2024, we ranked second among medium-sized Finnish companies. The Nordic Business Diversity Index assesses and scores companies' publicly reported diversity performance by looking at a range of variables, including gender, age, nationality and education.

CASE

Come as you are – Musti embraces employee diversity

As an employer, Musti wants to take good care of its pack. It is important for us that all our employees feel like they can be who they are at work and that work is joyful. Equality and diversity are important values for us, and we work constantly to improve the well-being of all our employees.

Being the most desirable and appealing employer is crucial for Musti. Musti's employees interact with customers, pets and their parents daily. Employee well-being is essential for a successful customer experience.

[→ Read more](#)

Effective occupational safety and health creates the conditions for safe and healthy work and working environment

In Musti Group's countries of operation, occupational and work safety, its development and the continuous improvement of employees' skills are part of risk management. Occupational safety and health is a joint activity between the employer and the employees. It ensures that the workplace is a safe and healthy place to work. The aim is to prevent and reduce accidents at work, occupational diseases and physical and mental strain on health.

The following table shows the progress of the Trusty sustainability approach objectives related to the Employee component during FY 2024.

Linkage to CSRD	Materiality matters	Target by 2025	KPI*	FY 2024 results	Comparison period result (2023)
S1	Thriving experts	All employees complete a personal training path within 4 months of starting in their job, target 80%	Employees role-specific learning path completed	Development on going, no result	New KPI
S1	Well-being at work	Employee turnover below 17%	Employee turnover %	14.9%	16.7%
		Employee survey average score above 70%	Employee survey average score	No survey 2024	83%
		Equality survey score	Fairness Index	No survey 2024	70.7%
		Promoting balance in management teams (Management team and Board of directors)	Management diversity	Management team 50%/50% Board of directors 20%/80%	Management team 50%/50% Board of directors 40%/60%

*The indicators will be assessed and updated during 2025 to be in line with ESRS reporting standards. The need to remove indicators that are duplicative or do not add sufficient value from a development perspective will also be assessed.

4. Communities

In addition to commercial services, Musti also offers services and free events aimed at building a pet community for Musti Group customers. At these events, Musti pack provide tips and connect pet owners in the same situation to share their experiences. Together with our customers, employees and partners, we want to work for good causes that support the lives and well-being of pets and their families.

Activities for pets and pet parents	Partnerships	Pet feed donations
Puppy days, about 17,000 visits Free lectures	Official partnership with the Red Cross in Norway Official partnership with Finnish Pride SEY (Animal Welfare Finland) in Finland Hundstallet in Sweden	Food donations through SEY and its sub-associations to those in need in Finland Donating broken package and best-before-day products from stores to local cat/dog shelters in Finland, Sweden, and Norway
Community activities	Money donations	Awarenes campaigns
Charity walk “The most barked walk: For each participant, 1 kg of food was donated to animal welfare associations. In Sweden 3,000 participants, in Finland 4,000, in Norway 1,700.	Supporting Svenska Djurambulansen (Animal ambulance) in Sweden and Sykehushundene in Norway When paying at store or e-com customer can donate To SEY in Finland 2€/payment In Norway to Red Cross 25 kr In Sweden: Djurambulansen 25 kr	In Finland Paw Ribbon in cooperation with SEY In Finland and in Swden: The harm of a New Year’s rocket to a dog Do not leave dog inside hot car

Progress towards the objectives of the Trusty sustainability approach related to the Communities component during the financial year 2024.

Linkage to CSRD	Materiality matters	Target by 2025	KPI*	FY 2024 results	Comparison period result (2023)
ESRS 2 SBM-2	Working together for the common good	Impactful community collaboration	Yes/no, Examples of collaboration	Yes	Yes
ESRS 2 SBM-2	Support good pet life within communities	Increasing the number of trained pet parents 20%	Number of trained puppy families	6,500	New KPI
S4					

*The indicators will be assessed and updated during 2025 to be in line with ESRS reporting standards. The need to remove indicators that are duplicative or do not add sufficient value from a development perspective will also be assessed.

5. Sustainable supply chain

A responsible supply chain is an integral part of our sustainability work, which we are constantly developing. We work with suppliers who are committed to the Musti Group Supplier Code of Conduct and comply with applicable legislation. In our Supplier Code of Conduct, suppliers commit to ethical business practices, to respect international human rights commitments and to be aware of the impact of their business on the environment and to manage and reduce negative impacts on the environment. In 2024, 99.2% of our suppliers were committed to the Supplier Code of Conduct.

A responsible supply chain is based on a process of selecting new suppliers and the associated supplier assessment, long-term cooperation with suppliers and self-assessment and audits of their own performance. In addition, amfori BSCI audits are carried out by an independent third party for suppliers located in risk countries of the Musti Group. The Amfori BSCI audits identify suppliers’ practices and business processes in relation to, among other things, adverse human rights impacts, occupational safety, terms and conditions of employment such as working hours, child labour ban and forced labour ban.

Our product range includes pet food, pet care and welfare products and accessories. We require our suppliers to ensure product safety before making a purchasing decision and to have a product traceability system in place to ensure product safety in advance and to act quickly in the event of any product defects.

During 2024, we have developed the supplier self-assessment and audit system we use. We will continue this development work in 2025.

Progress on the Trusty sustainability approach Supply Chain objectives during the 2024 financial year.

Linkage to CSRD	Materiality matters	Target by 2025	KPI*	FY 2024 results	Comparison period result (2023)
G1 / S2	Suppliers committed to Musti's requirements concerning responsible business practices	All key and large suppliers are committed to the Supplier Code of Conduct	Code of Conduct Commitment %	99.2%	98.4%
		100% of tier one suppliers in high-risk countries audited	Share of suppliers (%) covered by amfori BSCI audits	100%	100%
		Share of suppliers (%) covered by amfori BEPI, 50%	Share of suppliers (%) covered by amfori BEPI	22%	New KPI
G1 / S2 / E1	Transparency of supply chain	Improved transparency of the origin of the products	Transparency % Nordics – risk countries	Nordics 58% Risk countries 6%	Nordics 56% Risk countries 8%

*The indicators will be assessed and updated during 2025 to be in line with ESRS reporting standards. The need to remove indicators that are duplicative or do not add sufficient value from a development perspective will also be assessed.

6. Reducing environmental impacts

We take responsibility for reducing our environmental impact. The environmental impacts of our operations relate to the energy consumption of our own operations, the waste generated by our business, the packaging materials used in both products and transport, product transport, our environmental impacts of our pet food factory operations and other emissions along the value chain. As a preliminary result of the double materiality analysis, we identified climate change mitigation and the promotion of a circular economy as the most relevant environmental impacts for our operations.

Climate change mitigation

The most relevant climate impacts of our own operations (Scope 1-2) are related to the energy consumption of our stores, offices, warehouses and pet food factory (electricity for our own operations, car power for business travel, energy for pet food production and F-gases leagages). In 2024, the Scope 1 and 2 greenhouse gas emissions from our own operations were 4.1 MCO_{2e}, of which Scope 1 accounted for 33 % and Scope 2 for 67 %.

Our own pet food factory produces around 20% of its energy from solar panels and uses renewable electricity. The plant recovers heat from the processes in the production lines, which is used, for example, to heat the washing water used in the frozen products production line. In the Swedish store operations where the electricity contract is managed by the company, the electricity comes from renewable sources. The electricity in the Swedish warehouse operations is also from renewable sources.

Musti Group's logistics partners who transport products from warehouses to stores are committed to reducing their greenhouse gas emissions. The reduction of emissions from transport logistics is carried out in cooperation with logistics partners and the transition to renewable fuels is underway. Our aim is to get goods to the right place, at the right time and in the most cost-effective way. We strive to design transport units, packaging materials and routes as efficiently as possible to minimize our environmental footprint.

We will develop a transition plan during 2025 to manage and reduce emissions from both our own operations (Scope 1 and 2) and from the value chain (Scope 3). In 2025, we will update the inventory of Scope 3 categories of value chain emissions and develop data collection. We will evaluate the metrics and set new targets in 2025.

Promoting the circular economy

We pay attention to waste reduction and sorting. We aim to reduce the use of packaging material, especially plastic, and keep the amount of waste going to landfill to a minimum. A large part of the waste generated by our activities comes from the packaging materials of products entering the central warehouse. In addition, the transport of products from warehouses to stores or from online shops directly to consumers generates packaging waste. In 2024, Musti Group made an investment decision for a new packaging line in the Swedish central warehouse, which will be completed in 2025. The investment is aimed at achieving not only efficiency but also reduced environmental impact, for example in terms of packaging materials.

Packaging materials are part of product design, and we work with suppliers to reduce the environmental impact of packaging materials. In 2024, we conducted a study to replace the plastic used in our own pet food brands' product packaging with recyclable mono-plastic. In 2025, we will make a more detailed plan on the possibilities to switch to mono-plastic material.

In product design, we can also influence the sustainable use of natural resources, for example through material choices. Our own brand Gaia products are made from recycled materials, as are the Resplot brand products we sell. Resplot products are made from recycled PET bottles. We are constantly looking for new opportunities to offer our customers sustainably produced pet supplies.

Some of our pet food raw materials are an example of circular economy and efficient use of resources, as we use by-products from the food industry as raw materials. In our own pet food factory, we aim to use as many local ingredients as possible. Musti Group is able to influence the environmental impact of this value chain through product and supplier selection and agreements with suppliers.

We will implement an action plan to promote the sustainable use of natural resources during 2025.

The following table shows the progress of the Trusty sustainability approach objectives related to the Environmental Impact Reduction sub-area during FY 2024.

Linkage to CSRD	Materiality matters	Target by 2025	KPI*	FY 2024 results	Comparison period result (2023)
E1	CO ₂ emissions and energy management	Reducing emissions from own operations (scope 1 and 2)	Green House Gas emissions Scope 1 and 2	4.1 MCO ₂ e	New KPI
		Reducing emissions from the supply chain: 100% of our significant product suppliers have set an emissions reduction target and action plan	Share of suppliers who have set emission reduction targets, %	Development on going, will be reported 2025	New KPI
		Reducing emissions from the supply chain	Scope 3 emissions	Development on going, will be reported 2025	New KPI
E5	Recycling and waste management	100% of packaging materials in our operations reused or recycled	Reused or recycled packaging material (%), warehouse	64%	65%
		Reducing packaging material including plastics	Packaging material reduced, including plastics, in relation to net sales (g/ €)	3.9 g/€	3.3 g/€

*The indicators will be assessed and updated during 2025 to be in line with ESRS reporting standards. The need to remove indicators that are duplicative or do not add sufficient value from a development perspective will also be assessed.

7. Good governance and high ethics

We are committed to respecting human rights, fair business practices, and complying with legislation and official guidelines. We are also committed to the UN Global Compact and its ten core principles. We are also a member of the amfori BSCI organization, which promotes sustainable business. Our operations and the daily work of our employees are guided by the Board of Directors approved Code of Conduct and other internal operating principles. Suppliers operating in high-risk countries must also commit to the amfori BSCI Code of Conduct.

We have a Whistleblowing reporting channel on our website, through which our employees and other stakeholders such as customers, suppliers or other partners can report suspected misconduct or non-compliance with the company's operating principles. Reports of suspected misconduct made to the channel are anonymous, processed and assessed confidentially by a separately appointed Whistleblowing team. If necessary, the Whistleblowing team makes a proposal for corrective measures and monitors the progress of the measures. In 2024, one concern was raised through the reporting channel, which was investigated and found to be unfounded.

Anti-corruption and anti-bribery

As a result of the double materiality analysis, we initially assessed the prevention against corruption and bribery as a material topic. Our ethical principles and our Supplier Code of Conduct have a zero tolerance commitment for all forms of corruption, bribery and money laundering.

Musti Group employee must complete the Code of Conduct online training, which includes training on identifying corruption and bribery and on gifts and hospitality. The online training was launched in 2022 and has been completed by 78% of Musti Group employees by the end of 2024.

Progress on Trusty's sustainability approach goals related to good governance and high ethics during the 2024 financial year.

Linkage to CSRD	Materiality matters	Target by 2025	KPI*	FY 2024 results	Comparison period result (2023)
G1	Compliance with policies and principles	100% of our employees have completed an ethics training	% of employees completed Code of Conduct training	78%	76%

*The indicators will be assessed and updated during 2025 to be in line with ESRS reporting standards. The need to remove indicators that are duplicative or do not add sufficient value from a development perspective will also be assessed.



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