

## QUALITY MANAGEMENT SYSTEM POLICY

**We believe that the dog-human-city symbiosis can always be improved upon.**

We organize our business activities in such a way that the quality of our services to always comply with the expectations and satisfaction of our customers in both domestic and foreign markets. Our goal is to continuously increase our market share in addition to ensuring the satisfaction of our customers.

In order to achieve our goals, we defined the following:

We perform our quality assurance activities in accordance with the requirements of the MSZ EN ISO 9001:2015 Quality Management Systems standard, which had been certified by an independent, internationally recognized organization.

The criteria for our market success are the production by using high-quality raw materials and the employment of workers with appropriate professional training, knowledge and efficiency.

We expect commitment to quality from all employees of K9-Sport Kft. We introduce our quality policy to our employees and help them with education to understand our goals. We expect all our employees to contribute with their activities and compliance with quality standards so that the services we provide satisfy the expected and expectable needs of our customers.

Our goal is to create and operate such a quality-encouraging atmosphere in which all our employees feel that their managers are taking an active role in achieving the objectives.

We take great care to ensure the necessary personnel and material conditions, the professional, occupational, environmental protection and quality training of our employees, and the proper operation of internal communication.

With our customers we have established long-lasting business relationships based on mutual benefits. We assess the new quality demands placed on products and services, and we incorporate the results of this into our development activities. Our goal is the continuous development and market sale of new and unique products.

With our suppliers we strive for solid, reliable and long-term relationships, which we secure with supplier contracts.

Compliance with the law and cooperation with the authorities are important to us.

In order to preserve the results we have achieved so far and to increase them in the future, we are ordering the application and continued compliance with the requirements prescribed in the Quality Management Manual and the related instructions as of today.

Szigetszentmiklós, 2<sup>nd</sup> January 2024.

Anikó Bakos  
managing director

**K9-SPORT KFT.**  
H-2310 Szigetszentmiklós,  
Ipar u. 10-12.  
Asz.: 14762345-2-13

