



## **Sustainability Management Plan**

Kazan Palace By Tasigo & Neo Kazan Palace By Tasigo  
2023-2025





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**We are committed to increasing our positive impact in environmental and social aspects. Substantial reducing our environmental footprint and creation of strong social connections are the key ideas for responsible hospitality by TASIGO. Nothing goes unnoticed, each complicated case and hard period give new issues and unpredictable ideas. TASIGO Green Team is full of daring ideas that can be implemented and bring new creative projects we are proud of.**

The Sustainability management plan 2022 has been reviewed, and most of the important goals were achieved, some of them were prolonged because of being extremely significant for all stakeholders.

Sustainability has been a part of our business strategy since its opening. Kazan Palace building was renovated according to the latest technical innovations that help us to save water and electricity consumption.

Today sustainability is an important part of the external communication we use with our guests and professional community. We become happier when we see that sustainable development in hospitality makes sense not only for the TASIGO team but for our guests.

Social stability, mutual support, and caring for each other and the environment have become the main reference points in our activities, which have brought significant results. We keep going on this path and set new sustainable goals in hospitality and tourism.







# A

## SUSTAINABILITY MANAGEMENT PLAN

**To get the best results without additional costs of natural, human and financial resources, it is necessary to involve all employees in the work. Everyone at the TASIGO hotel is aware that any of his or her actions corresponds to high goals, while competent and strong managers not only oversee, but also help employees. In 2021, we carried out significant work on attracting the team to the tasks set and achieved success. However, for better results, it is especially important to explain our position to guests, suppliers, processors and partners. Only**

**by uniting, we can ensure environmental friendliness and social well-being in the hospitality industry in general.**

### **A.1 Sustainability Management Plan**

The Sustainable Development Plan was designed by the Green team of Tasigo Hotels in accordance with the Green Globe and Single-use plastic free certification standards. The team that manages both new and current sustainability initiatives works with all departments and colleagues to develop and define sustainable initiatives. This is a continuous process and this plan should become a guideline both inside and outside the company.

### **A.2 Compliance with the law**

TASIGO hotels are licensed in accordance with the requirements of Russian legislation and comply with all applicable international and local laws and regulations, including aspects of health, safety, labor and the environment, the availability of insurance policies and other tools to protect guests and staff.

### **A.3 Employee training**

The involvement of employees in the sustainable development strategy is based on the methodology of on-the-job training. Depending on which department the employee works in, he is given instructions regarding his responsibilities (environmental policy and procurement policy, waste and energy management, competent recycling, the use of cleaning products, etc.). At the same time, we conduct a lot of individual work. Each employee has access not only to explanatory documents, but also personally

to the Green team, employees can ask questions and offer their ideas. In 2021, we received a lot of useful information from hotel workers: from department heads to maids and waiters. Knowing the specifics of their work, they give valuable comments that allow them to be environmentally friendly and at the same time, not to complicate operational processes. It is important for us to listen to the staff, because of all possible resources, the most valuable is a human resource.

### **A.4 Customer orientation**

As representatives of the hospitality industry, we understand that the satisfaction of guests is our priority, and we do everything possible to ensure that the client enjoys his stay at our hotel. It is important for us not only to meet the requirements of four and five-star hotels, but also to convey to our guests that by taking care of them, we also take care of nature. At the beginning of 2022, we launched a survey in which we received feedback on our environmental initiatives. For example, most of the guests warmly supported the idea of separate waste collection in the rooms and are happy to get involved in this process. Of course, some feedback was not so optimistic, but we understand and pay attention to the inconveniences of individual ecofriendly initiatives. Our primary task is to take into account the wishes of guests, as well as to create clear communication with them inside and outside the hotel: from unobtrusive navigation in the building or conversation with an employee to an accessible website and social networks. We hope that this plan will become another tool of mutual understanding with our guests.



### **A.5 Local zoning, design and construction**

Kazan Palace by TASIGO is located in the heart of Kazan, which makes it possible to create an ideal harmonious relationship with the city. TASIGO hotels are located on a hill on the territory of the former Osokinskaya grove in the Vakhitovsky district, on the Frunze Grove Street, in the mountainous part of the city center, on the border of the Sukonnaya and Academicheskaya settlements. The Kazan Palace Hotel by TASIGO is located in an Art Nouveau building, built in 1910, which has been completely reconstructed using modern technologies, which allowed to preserve the cultural and historical heritage and create an amazing atmosphere, by connecting the past and the future. As part of the international projects implemented by Polimeks Design Group, we are proud to carry the mark

of quality and commitment to sustainable development in design. Our buildings are created and recreated in such a way that during operation there are no threats to the environment, life and health of animals and plants. When designing buildings, resources were collected, processed and systematized, coordinated with state environmental protection authorities: the Ministry of Ecology and Natural Resources of the Republic of Tatarstan, the Department of Rospotrebnadzor for the Republic of Tatarstan, the Ministry of Culture of the Republic of Tatarstan.

During the reconstruction, the historical landscape and the image of the building were preserved as much as possible. We also carefully ensured that the construction work did not affect plants and animals listed in the Red Book of the Russian Federation and in the Red Book of the Republic of Tatarstan.



## A.6 Cultural Heritage

Since we are a hotel chain and receive guests from different countries, our main language is English. At the same time, many employees speak not only the state language of Russian, but also the Tatar language, as well as they have knowledge of local history, culture and traditions. In 2021, we launched the process of involving staff in the social processes of the city, and in 2022, our new priority is inclusion in the local cultural agenda. It is important for us that each employee is not only a representative of the hotel, but also the face of the city of Kazan.

## A.7 Communication

Communication in the hotel is divided into internal work with

the staff and external work with guests and partners.

**Internal communication** is carried out not only through trainings and interaction with department heads or the Green team. It is important to us that environmental and social policy is intuitively close and understandable to the employee from the first day of work. Despite the fact that the department head, HR manager and sustainability manager are always open to conversation, the employee should be continuously immersed in the Stay in harmony strategy. We achieve this through visual navigation: for example, when working with waste, we have clear color indicators in the form of separation of waste into black and blue, where the black color of bags and stickers

indicates the non-recyclability of waste sent to the landfill, and blue – recyclable. All stickers have symbolic designations so everyone is able to situationally and without training determine which material can be recycled. Motivational posters and announcements are placed in the waste recycling room and the work canteen. Because of this, in 2021 an active collection of things for stray animal shelters was launched – medicines, food, rags, as well as for charitable foundations. The volumes of recycling collection turned out to be quite high, 62 tons were collected. We plan to improve the internal navigation, making it even more convenient. In 2022, events are planned to promote internal communication:

- The marathon "Getting rid of junk and ElectroSpring" –



within the framework of which, employees will collect dishes, interior items and equipment for charitable foundations and recycling. In addition to helping those in need, this will be another step towards an eco-friendly lifestyle for employees;

- inclusive etiquette, through which our staff will be trained in the rules of communication and interaction with people with disabilities, in order to provide not only an accessible, but also a pleasant environment for all our guests;
- first aid training so that every employee can respond promptly to any incidents;
- a historical marathon to get to know the history of the building and the city more closely.

## External communication

is established through social networks to increase brand awareness and spread information about important social and environmental issues. Communication in TASIGO hotels is carried out through the PR Department, which is actively involved in environmental accreditation and Green Globe Certification and the overall sustainable tourism agenda. This means that all materials comply with the sustainable development policy and the Stay in Harmony strategy, following the goal of reliable communication of information to our guests. While staying at the hotel, guests can get more familiar with the sustainable development policy and join it. There is a Stay in Harmony desk in TASIGO, where everyone can learn about our priorities and take a book about ecology or culture to the room. A Green Globe glass stele is installed at the reception desk, where the staff always enthusiastically talk about our achievements and plans. The guest sees all the information in

the room on the welcome page of the TV screen, and on the table, you can find a wooden cube with a barcode, which opens a list of all services and sustainable initiatives on the phone screen.

In 2022, we plan to introduce separate waste collection in rooms, which we will also define as communication.

The hotel has a My Cup Please program, for which it is planned to organize a tea and coffee station, which may become another point of drawing attention to the environment. One of the social activity projects was held during the New Year holidays. Letters to Santa written by children with disabilities were hung on the Christmas trees placed in the hotel. The guests were very inspired by this project and personally bought and gave gifts to the children. This is a wonderful tradition that we plan to continue, not only during the Christmas holidays, but also throughout the year by changing the format. We believe that a hotel can be a good opportunity for a traveler to do good deeds. One of such opportunities is the purchase of souvenirs of the social project "Anton's Right Here". The products are made by people who suffer from autism spectrum disorder. In 2022, we plan to expand the range of social entrepreneurship on our showcase by presenting products and other projects. The number of events organized by the team is quite large, we do not have time to make some forms of external communication public, at the same time, they are still effective. For example, interaction with the leaders of sustainable business of the city and the country. We invite representatives of responsible business to visit us and attend specialized events aimed at sharing experience in eco-initiatives. This is an opportunity

not only to communicate with colleagues from different industries, but also with their partners, for example, suppliers, which undoubtedly increases the level of development of eco-friendly infrastructure in Russia and in Kazan.

## A.8 Health and Safety

The policy of purchasing and operating equipment is to ensure that it is as environmentally friendly as possible: with low emissions and consumption of minimal energy and water. Facilities and equipment are serviced by an experienced technical support team in compliance with all mandatory user safety requirements. Federal and local laws imply regular inspection of equipment and operational processes, which we always pass at the highest level. It is mandatory for personnel to undergo safety training and work with equipment and products. So, an additional training was conducted for the kitchen staff to study the HACCP system. Housekeeping staff undergo daily express trainings that allow to monitor their work. The hotel also has an internal control program, which takes place twice a year. The pandemic has reminded everyone of the need for careful attention to health, for us the most important thing remains compliance with all safety measures. We are responsible for identifying and ensuring conditions for the prevention of accidents at work. In 2022, it is planned to conduct first aid training for competent and immediate response of personnel to any incidents.



# B

## SOCIAL AND ECONOMIC DEVELOPMENT

### B.1

#### Community Development

The founder of the building, a merchant of the first guild, Yakov Filippovich Shamov, was a patron of the arts and an active participant in city events. Preserving the received heritage and being a part of the city, the team strives to positively influence its development.

We communicate with environmental activists and student communities, sharing our own experience. Contacts have been established with many representatives of social entrepreneurship and charitable projects, with whom work is carried out on a regular basis. Our task is to continue and expand this activity, despite the difficulties, and use all resources for the benefit of society.

### B.2

#### Employment of local specialists

We promote local employment

and fair hiring, the vast majority of employees (90%) are from Kazan. It is also important for us today to support local production and local social entrepreneurship. This makes it possible to contribute to the sustainable development of the region.

### B.3

#### Sustainable procurement

Kazan Palace by Tasigo has developed an environmentally responsible procurement policy. According to it, preference is given to goods with ecolabeling or having any environmentally preferable characteristics:

- absence or reduced content of harmful components compared to analogues (absence of chlorine as bleach, etc.);
- the composition of the material (the presence of secondary raw materials and the possibility of repeated processing);

- environmental efficiency during operation (long-term, reusable, water or energy efficiency);
- place of production (control of the carbon footprint of products);
- eco-certification.

At least 95% of the volume of purchased hygienic paper products (toilet paper, napkins and towels) from recycled or unbleached paper have an FSC certificate. Ecolabeling is applied to the following goods and services: dishwashing, cleaning and laundry products, office paper, guest consumables (soap, shampoo), tea and coffee.

### B.4

#### Local entrepreneurship

Kazan Palace by Tasigo supports local entrepreneurs by buying products and services. This is important to reduce the carbon footprint, which is incomparably less than that of imported goods. It also helps to support the regional economy, which is undoubtedly one of the goals of sustainable development of the local population. This policy allows us to establish long-term and responsible relationships with our partners.

### B.5

#### Respect and Tolerance

The Stay in Harmony strategy assumes an attentive attitude to local traditions and customs, showing a respectful attitude to the culture of other countries. Our position is a friendly attitude towards people of all nationalities, religions and opinions, we follow gender equality and political neutrality, performing our work based on the traditional principles of hospitality – high quality service and care for the guest. One of the priorities of the hotel is to create an accessible environment

for employees and guests with disabilities, people with limited mobility, to organize comfortable conditions for children and their parents, as well as the stay of guests with pets at the hotel.

### B.6

#### Employee protection

Employees' salaries comply with federal and regional wage requirements. Overtime is paid for hours in accordance with the labor legislation of the Russian

Federation. The length of the working week and working hours do not exceed the legal maximum values established by the Labor Code of the Russian Federation.

All employees are entitled to an annual paid leave of 28 calendar days and sick vacation, according to the legislation.

A flexible schedule is provided for students, the opportunity to combine with their studies.

Employees undergo trainings.

### B.7

#### Basic Needs

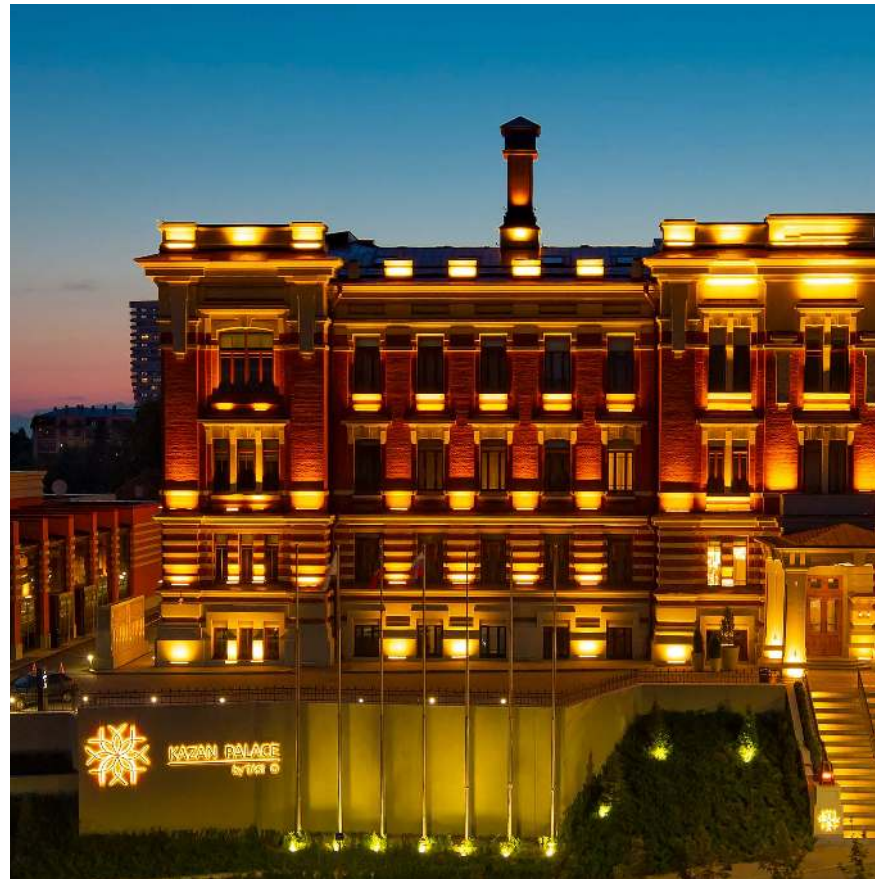
The company's activities do not affect in any negative way and do not jeopardize the resources and living activities in the region. The company creates reliable jobs and has a positive impact on the development of social processes in society.





# C

## CULTURAL HERITAGE



**Developing Kazan Palace by Tasigo as an architectural and historical heritage of the city, we try to be direct participants in the current cultural life. The hotel's venues host and hold many important events and are regularly marked by the attention of local media.**

The museum organized in the hotel is available to those interested, and the hotel services are ready to share the experience of operating the historical building. In 2021, we invited students studying the hotel business to a lecture on sustainable tourism practices and a tour of the hotel building. In 2022, we plan to continue our cooperation by inviting students of the Faculties of Urban Studies and Architecture.

In the best traditions of hospitality, we take care to make your stay in Kazan exciting, filled with information and vivid emotions. Guests can find out

about important sights and events of the city and interesting places by scanning a QR code at the reception.

Great attention is paid to the integration of the hotel into the local environment, striving to make the company a part of the cultural and social life of the city, creating a platform for the development of regional talents. This year it is planned to launch projects together with representatives of the local art industry - artists, designers, decorators. It is especially important for us to find like-minded people to raise relevant issues of environmental protection and social development through art.

# D

## ENVIRONMENT



**Environmental protection is one of the company's strategic goals. We guarantee strict compliance with applicable laws and regulations to minimize pollution caused by activities in the tourism segment and to use natural resources economically within the framework of global sustainability, especially the natural environment around the hotel. Our activities are open to regulatory authorities that monitor the environmental friendliness of production.**

All materials used in construction, including the design of the building, are environmentally friendly. We make sure that the equipment and systems used in the work are environmentally safe, therefore, in cooperation, we give preference to environmentally responsible companies. We are committed to raising awareness about environmental sustainability by encouraging responsible attitude of our partners, employees and guests.

Special attention is paid to each stage of the life cycle of a product or service supplied to the hotel: from the raw materials necessary for the manufacture of the final product to the possibility of its processing after operation. We carry out laborious work with our suppliers, making high demands on purchases, strive to use high-quality eco-products, motivating manufacturers. In cases when companies are not ready or do not know how to make a product or service more environmentally friendly, we actively engage in the creative process of finding solutions, expanding opportunities and horizons. High requirements encourage manufacturers to pay more attention to eco-labels, to certify products for compliance with environmental criteria before declaring it as such.

# E

## DYNAMIC OF INDICATORS AND GOALS

### PROJECTS IMPLEMENTED IN 2022:

#### ENVIRONMENT

- Maintaining water flow at the current level. Continuous monitoring of aerator operation
- Reduction of electricity consumption
- Increase in the number of sorted fractions for subsequent processing and proper disposal up to 18
- Refusal to use disposable plastic items in public areas of the hotel
- Introduction of waste sorting in rooms
- Partial refusal to use disposable plastic items in the hotel's utility areas (kitchen, laundry, offices)
- Use of recycled plastic products
- Trainings on waste sorting
- Abandoning the use of paper media in the rooms, replacing the QR code on the wooden cube with Stay in harmony and switching to a web service for selling services and communicating with guests

#### SOCIOCULTURAL

- TASIGO-Jazzs
- GO YOGA
- Dinners with guest chefs from other famous hotels
- Expanded cooperation with various local social projects
- Patronage of the Animal Welfare Fund

#### CULTURAL HERITAGE

- A museum opened to the public
- Guided tours of the historic building

#### HEALTH & SAFETY ISSUES

- Switching to reusable products made of eco-friendly materials
- Switching to eco-friendly cosmetics of local brands
- First aid training

### INTENTIONS FOR 2023 AND ABOVE:

#### ENVIRONMENT

- Maintaining water flow at the current level. Continuous monitoring of the operation of aerators.
- Reduction of electricity consumption by 5% due to the holding of the Earth Day campaign twice a month
- Investigate where the various CO2 emissions come from
- Increase in the number of sorted fractions for subsequent processing and competent disposal
- Complete rejection of the use of disposable plastic items in the economic areas of the hotel
- Use of recycled plastic products
- Purchase of products with priority of circular production; recycled products
- Maintaining a database of suppliers for ranking the carbon footprint
- Switching to products made of eco-friendly materials in rooms without plastic content
- Landscaping of local squares

#### SOCIOCULTURAL

- Continuation and scaling of launched TANGO-Jazz projects and dinners with invited chefs
- Expansion of cooperation with various local social projects
- Partnership with new social entrepreneurship projects
- Support for children's aid funds
- Patronage of animal welfare funds

#### CULTURAL HERITAGE

- Organized excursions to the museum
- Thematic theatrical productions related to the history of the building

#### HEALTH & SAFETY ISSUES

- Switching to reusable products made of eco-friendly materials
- Expanding the base of suppliers of eco-friendly products
- Trainings for employees



## CONCLUSION

Our concrete aim is to ban single-use plastics and reduce our use of water, electricity, and waste, cooperation with social entrepreneurs, charities, and promotion of sustainability in hospitality and tourism during the next years. We are aware that sustainability is an ongoing journey, for this reason, the Sustainability Management Plan will be reviewed annually.



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