



**SUSTAINABILITY REPORT**  
KAZAN PALACE & NEO KAZAN  
PALACE BY TASIGO

2022

# TABLE OF CONTENTS

TABLE OF CONTENTS	2
A WORD FROM OUR GENERAL MANAGER	4
TASIGO'S STATEMENT ON SUSTAINABLE DEVELOPMENT IN HOSPITALITY AND TOURISM	6
OUR STEPS FOR SUSTAINABILITY	7
OUR SUSTAINABILITY VISION	8
THE HISTORY OF THE TASIGO	9
THIS IS KAZAN PALACE AND NEO KAZAN PALACE BY TASIGO	10
2022 HIGHLIGHTS	11
ESG	12
COMMITMENT FOR SUSTAINABLE DEVELOPMENT	14
TASIGO SUSTAINABILITY GOALS	15
STAY IN HARMONY	19
STAKEHOLDER INCLUSIVENESS	21
ENVIRONMENTAL CONSERVATION CERTIFICATIONS	22
<b>STAY IN HARMONY WITH PLANET</b>	<b>23</b>
• RESOURCE MANAGEMENT	24
• CIRCULARITY AS A CORE IDEA FOR SUSTAINABILITY	27
• SUP-FREE	30
• WASTE MANAGEMENT MONITORING	34
<b>STAY IN HARMONY WITH PEOPLE</b>	<b>41</b>
• DIVERSITY, EQUITY AND INCLUSION	43
• GREEN TEAM	45
• BUSINESS ETHICS AND COMPLIANCE	47
• FAMILY SUITE ALL FOR KIDS	49
• ACCESSIBILITY FOR ALL	51
• CHARITY	53
<b>STAY IN HARMONY WITH BUSINESS</b>	<b>56</b>
• SOCIAL ENTREPRENEURSHIP	57
• GREEN PURCHASING	59
• THE HOTEL IS A PERFECT PLACE FOR LOCALS	60
SUSTAINABILITY INTENTIONS FOR 2023 AND ABOVE	62



# A WORD FROM OUR GENERAL MANAGER



**Our sustainability journey began right after opening in 2019. Four years later I am heartened to see how far we have come since that moment. The idea of getting Green Globe the leader in tourism certification was inevitable and essential for Kazan Palace by**

**TASIGO and Neo by TASIGO as for each of our hotels in any country. Today we watched the pure success of many initiatives we have launched and things that benefits us the most – the guest satisfaction and the happy faces of our team members. Being an**

**explorer and discoverer sometimes known as the highly imaginative daydreamer – that is who we are on our path to sustainable development.**

The hospitality industry and tourism face new challenges every year. Rising environmental and social

risks come to the forefront and we are here to step up and collaborate our efforts using sustainable development for further strengthening of TASIGO business structure in the upcoming decade. We promote and confirm the model of conscious luxury based on sustainable goals achievement in all parts of our business and contribute positively to the environment and communities around us.

The TASIGO brand is a beacon of new luxury models and impeccable service. The business structure for Kazan Palace by TASIGO and Neo by TASIGO is about to be the best spot for locals and an ideal place for guests. No matter where TASIGO hotels locate to preserve the cultural heritage of that people is one of the most incredible roles. Hotels in Kazan reflect cultural diversity and point out perspectives of our experience in hospitality. We are committed to making cultural, environmental, and social expressions a focus for TASIGO, and sustainable development is a fundamental principle for us.

Going forward, we have created our 2022 reports according to ESG Framework to continue to manage our businesses and operations in a sustainable manner trying to make positive and impactful contributions to the communities and

environments we serve. As we are not alone in our sustainability goals, this report allows us to share our efforts and important learnings with our shareholders and industry.

In this report, we highlight how sustainable standards are embedded in the entire life – cycle – design, construction, and operations – of our developments, and the steps we have taken to achieve continuous improvement in energy, water, and carbon efficiency to reduce the environmental footprint over time. Realizing the coming that the degradation of our environment is a result of negative human print we continue searching for alternative solutions to reduce single-use plastics throughout our operations. We step up in waste management and emerged waste sorting for the rooms. Trying to involve our guests in the problem of waste disposal and to spread the simplicity of implementing this activity in other industries.

All efforts that have been made would be impossible without a professional and open-minded team. In this report, we point out our corporative program for Tasigo talents.

I would like to thank our team members, partners, charities, and stakeholders

who help us to achieve sustainability goals and develop a new model of sustainable hospitality for happier guests and a better environment.

**Sevda Musayeva**  
General Manager



## TASIGO'S STATEMENT ON SUSTAINABLE DEVELOPMENT IN HOSPITALITY AND TOURISM

- We are committed to operating in an economically, socially, and environmentally sustainable manner while balancing the interests of diverse stakeholders in order to make a positive impact on our business and local communities.
- We endeavor to be leaders in sustainable development in hospitality and tourism, holding business processes to international standards to broadcast our values to society and the environment.
- Our sustainable development goals are supported by strong corporate governance with emphasis on material topics for our business and our stakeholders organized into three pillars: Planet, People, and Business.

# OUR STEPS FOR SUSTAINABILITY

## Carbon Emissions Reduction

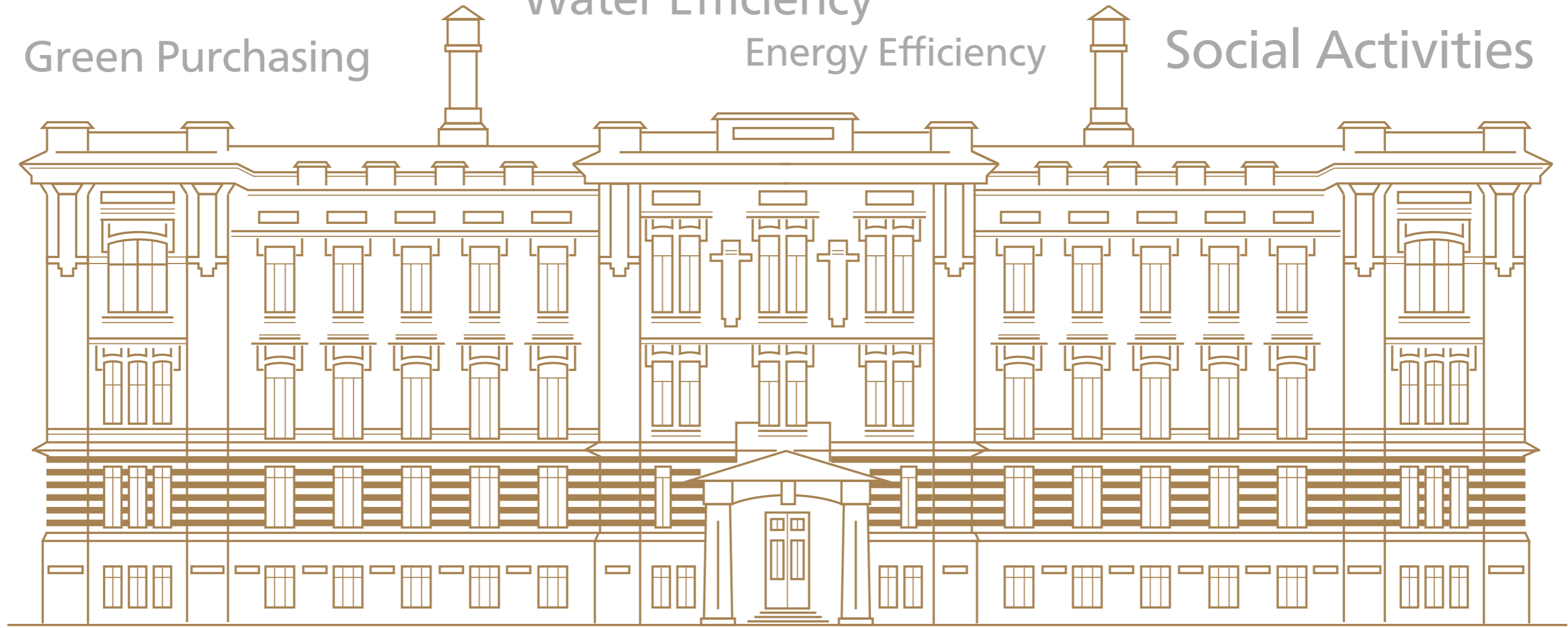
## Unrivaled Guest Impressions

### Water Efficiency

### Green Purchasing

### Energy Efficiency

### Social Activities



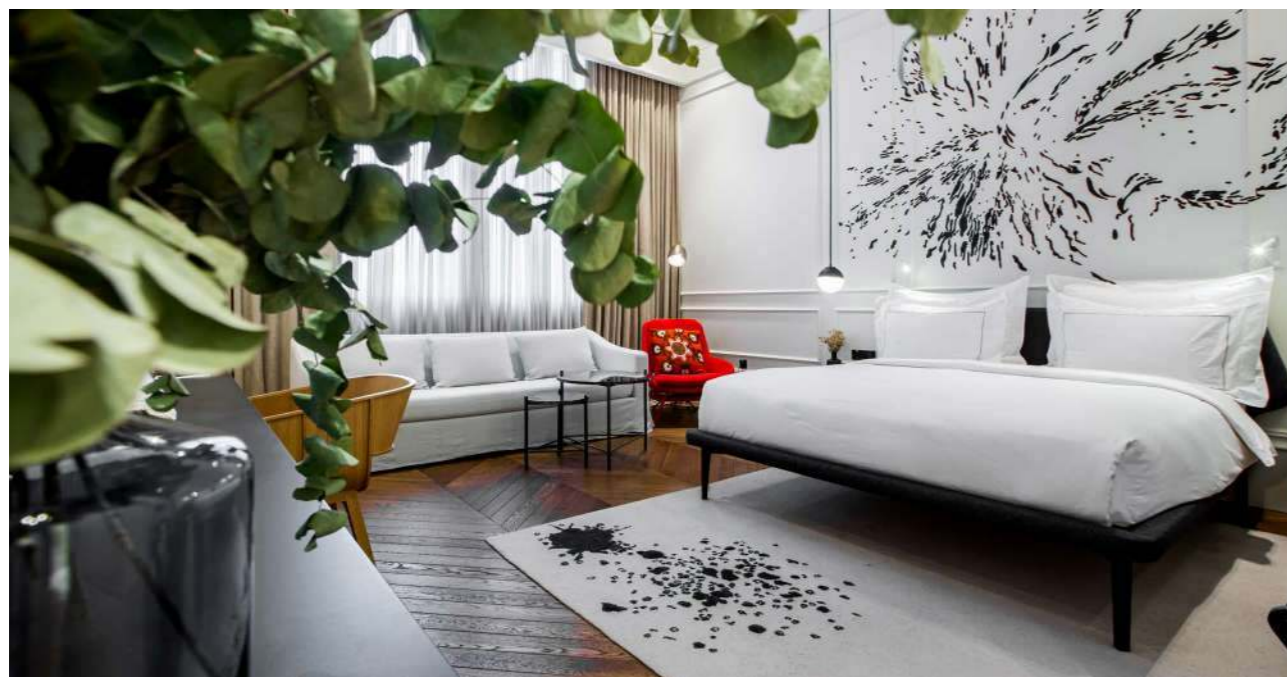
## Food Waste Conception

## Responsible Waste Management

### Safe Workplace and Team Member's Satisfaction

## Sustainable Buildings renovated and newly built

# OUR SUSTAINABILITY VISION



Being a young and ambitious brand, we can feel the market situation thinly, to launch high-profile projects and implement successful ideas. Looking ahead, we keep discussing what lasts, what endures, and how we can protect the things that really matter to us and to future generations. In 2022 we have faced new global challenges, nevertheless, we had a very interesting year, when new projects were launched, more sustainable ideas were fulfilled continuing, more team members were educated and more of our beloved guests left brilliant comments that we appreciate a lot.

Running a hotel business with transparency, respecting history and cultural heritage, and maintaining a strong brand and reputation, we are focused on environmental and social issues that haven't been our unique selling points in the beginning but make us one of the leading companies in responsible hospitality and tourism. Taking care of people – our guests, employees, and communities, being concerned about the planet, and creating a proper business strategy is simply the right thing to do. Working simultaneously in all these spheres makes TASIGO brand thrives and brings us to the harmony where we stay.



*In a world of uncertainties and hard decisions, sustainability is a luxury we still can afford*

## THE HISTORY OF THE TASIGO

The TASIGO brand refers to Polimeks contraction company based in Turkey. Established in 1995 in Istanbul, Polimeks is an internationally-renowned construction company. Having built over 134 projects including eye-catching monuments and latest technology hospitals and airports, the company creates prestigious turn-key projects with industry-leading international partners. Polimeks now combines its experience in architecture and general contracting services with hospitality, creating impeccable establishments around the world.

### POLIMEKS IS RUNNING PROJECTS FOR



**construction**



**hospitality  
and tourism**



**renewable  
energy**



**museum**



**real  
estate**

# POLIMEKS BUILDS INDUSTRIAL FACILITIES, TOURISM ESTABLISHMENTS, INFRASTRUCTURE, AND SUPERSTRUCTURE PROJECTS.

5

**COUNTRIES**

**UK**  
(London, Reigate, Staines, West Midlands, Wortley, Lutterworth, Birmingham, Moseley, Bedford)

**Turkey**  
(Istanbul, Eskisehir, Izmir, Antalya)

**Russia**  
(Kazan)

**Netherlands**  
(Osterwijk, Delft, Amstelveen)

**Turkmenistan**  
(Ashgabat)

134

**CONSTRUCTION PROJECTS**

3

**PRESERVED CULTURAL HERITAGE BUILDINGS AFTER RECONSTRUCTION BECAME HOTELS**



# TASIGO HOTELS

**Alavya Hotel 5\***  
Izmir / TURKEY



## 2013



**OMM INN 3\***  
Eskisehir / TURKEY

## 2019



**NEO Kazan Palace by TASIGO 4\***  
Kazan / TATARSTAN / RUSSIA

## 2020



**NEO Karaköy by TASIGO 4\***  
Istanbul / TURKEY

## 2023



## 2016



**Tasigo 5\***  
Eskisehir/ TURKEY



## 2019



**Kazan Palace by TASIGO 5\***  
Kazan / TATARSTAN / RUSSIA



## 2022



**NEO KVL Hotel by TASIGO 4\***  
Oisterwijk / Netherlands

# THIS IS KAZAN PALACE AND NEO BY TASIGO



Two brand new hotels built close to each other in the historical center of Kazan city cover a significant part of the national heritage.

The award-winning 5-star hotel Kazan Palace by TASIGO is lodged in a historical Art Nouveau building dating from 1910. It offers luxury service at the highest level with 66 stylish rooms and suites.

The 4-star Hotel NEO Kazan Palace by TASIGO opened its doors in December 2020, offering great comfort and luxury to its guests with 96 sophisticated rooms and suites. Each hotel floor is designed with a different color in mind, and the natural atmosphere provides an escape from busy city life.



# 2022 Highlights



162

Total number of rooms  
Kazan Palace by TASIGO and NEO



34,947

Rooms sold



57,023

Number of guests



91%

Guest satisfaction



2

Certificates



138

Staff Members



88

of employees are locals



25

Charity projects



15

Conferences attended as speakers





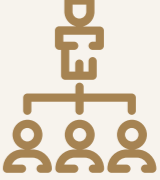
3

Awards

For our sustainable future, we consider ESG criteria as the best tool to support our environmental social, and governance initiatives. ESG goes far beyond simply installing energy-efficient LED lights. Across the span of a hotel life cycle, from its development to the eventual sale of the hotel asset, ESG measures can play a different role at each stage, all of which warrant careful consideration.

**All sustainable commitments in TASIGO correspond to ESG fundamental issues and expand all metrics in hospitality.**



Environmental	Social	Governance
 <ul style="list-style-type: none"> <li>● Energy saving</li> <li>● Reduction in water consumption</li> <li>● Reduce net CO2 emissions</li> <li>● Waste minimization</li> <li>● Ban single-use plastic items</li> </ul>	 <ul style="list-style-type: none"> <li>● Conscious hospitality – guest and employee well-being</li> <li>● Human rights and fair labor practices</li> <li>● Diversity and inclusion</li> <li>● Prevention of child exploitation</li> <li>● Support for local communities</li> </ul>	 <ul style="list-style-type: none"> <li>● Board diversity</li> <li>● Company ethics</li> <li>● Decent wage</li> <li>● Adherence to local standards</li> <li>● Following the local rules and laws</li> </ul>

To make ESG metrics important and compelling for hospitality industry stakeholders we show our cases in all business directions and prove this compliance with sustainable goals.

Environmental, Social, and Governance (ESG) has long been an investment strategy, but it's much more than that.

We believe that being able to excel in all three areas buoys a company's reputation and productivity. Running a hospitable business this was a smart thing to do. Businesses that become ESG leaders get better results and more transparency as well. We continue to challenge ourselves to improve ESG performance for the benefit of our colleagues and, the communities we cooperate with.

# COMMITMENT FOR SUSTAINABLE DEVELOPMENT

We want to make a difference. Sustainability is one of the most important issues societies face today, and everyone needs to make changes. To this end, we need to advance our already-strong position within sustainability through concrete measures and continued commitment.

This means strong initiatives to reduce the climate impact of our operations, increase diversity and inclusion, and share our ambitions and successes with stakeholders.

<p><b>1 NO POVERTY</b></p>	<p><b>2 ZERO HUNGER</b></p>	<p><b>3 GOOD HEALTH AND WELL-BEING</b></p>	<p><b>4 QUALITY EDUCATION</b></p>
<p><b>5 GENDER EQUALITY</b></p>	<p><b>6 CLEAN WATER AND SANITATION</b></p>	<p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>
<p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p>	<p><b>10 REDUCED INEQUALITIES</b></p>	<p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>	<p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p>
<p><b>13 CLIMATE ACTION</b></p>	<p><b>14 LIFE BELOW WATER</b></p>	<p><b>15 LIFE ON LAND</b></p>	<p><b>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</b></p>
<p><b>17 PARTNERSHIPS FOR THE GOALS</b></p>	<p><b>SUSTAINABLE DEVELOPMENT GOALS</b></p>		



# TASIGO SUSTAINABILITY GOALS

We perfectly understand that to be one of the leading companies in responsible tourism we have to work and achieve every one of 17 sustainable development goals. At the same time, we chose to get concentrated on those goals that we can reach faster and be more proactive in these spheres but we keep an eye on all of the goals and search for preferable tools in our region.

We also work on our supply chain to encourage increasingly responsible consumption within our organization (SDG 12). Our commitment to a gradual decrease in a carbon-emission by 2030 can be found among our initiatives to fight climate change (SDG 13). However, most of our efforts are concentrated on the planet, people, and business we are paying special attention to SDG goals 3, 8, 11, 12, and 17.

**3** GOOD HEALTH AND WELL-BEING



**8** DECENT WORK AND ECONOMIC GROWTH



**11** SUSTAINABLE CITIES AND COMMUNITIES



**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



**17** PARTNERSHIPS FOR THE GOALS



**GOAL 3.** Good health  
Our eco-initiatives serve guests by enriching their travel experience, making them more comfortable and healthier. At the same time, we monitor the impact of each eco-idea on changing the situation in the city and how innovation can

affect the health of guests, residents of the region, and the environment. We pay special attention to the products used by guests, caring not only for providing high-quality service but also for their health. Replacing small plastic bottles with hygiene products in the

bathroom with dispensers allowed us to choose excellent quality ecological cosmetics that fully meet high standards. At the request of the guests, we provide certificates so that they can have no doubts about the quality of the products.

Training in first aid is another measure to take care of the health of tourists and improve the education of staff. Unforeseen situations can also happen in the hotel, we are responsible for the guest throughout the entire period of his or her stay, therefore our employees undergo special training in first aid and are able to take care of everyone in case of health problems.

**GOAL 8.** Decent work and economic growth

Sustainable and inclusive economic growth can drive progress, create decent jobs for all and improve living standards. Employees at TASIGO are not only responsible for their work but also take initiative. All proposals are discussed and considered by the management and many of the ideas are implemented in the hotel. One of our employees offered to organize a booth to collect unnecessary but high-quality items that the staff can bring from home; so many things got a second life, and together we minimized the amount of waste.

The TASIGO team consists of 90% local specialists. Each employee can choose a vocational training or retraining program, argue its need and, if the mentors respond positively, receive full financial support. Such motivation inspires employees to continue their professional development and allows them not only to grow strong competitive specialists but also to immerse themselves in the hospitality industry, where everyone can be useful.

**GOAL 11.** Sustainable cities and communities

A large city has a lot of industrial production as well as architectural and engineering facilities. All this has a devastating effect on the environment and the vital activity of its inhabitants. Rapid urbanization leads to an increase in the number of cities, congestion of infrastructure, a large amount of waste, and pollution. The world's largest cities account for about 70% of global carbon emissions and over 60% of resource use. The operation of each building affects the development of the urban environment, which is why TASIGO hotels choose the approach of rational use of resources, the consumption of water and electricity is strictly taken into account and consumed in a limited amount, but it is quite enough to comfortably meet the needs of guests.

Kazan Palace by TASIGO and Neo Kazan Palace by TASIGO, located in the historical center, are vivid examples of city hotels where everything is thought out for the convenience of guests, and each service is provided with respect for nature.

**GOAL 12.** Responsible consumption and production  
Ensuring the transition to sustainable consumption and production patterns is one of the main goals of TASIGO. It is safe to say that our hotels have become pioneers among those participants in the tourism and hospitality industry who have embarked on the path of separate waste collection and competent waste disposal. We are supporters of the rational use of water: all expenses are strictly metered. Energy-saving light bulbs are installed throughout the hotel to save energy. Since the launch of hotels, we have studied the processes of sorting and collecting waste. Learning about the specifics of separate waste collection, we faced many barriers and practical problems: when the process is not established at the city level, private business becomes a pioneer, and in this, it is helped by caring activists and volunteers.

Today we sort 18 different fractions of waste, separately send plastic, PET, tin, and glass for recycling, and organize the collection of hazardous waste. In 2021,

we managed to process 74 tons of garbage, our merit is that this amount of waste has not ended up in the landfill and has not become another contribution to the destruction of the environment.

**Goal 17.** Partnership for Sustainable Development  
Any global goal is achieved faster in partnership with strong players. Collaboration, mentoring, and mutual assistance are the best principles for a long-term and effective partnership. We like to repeat that there is no and cannot be competition in sustainable development, and that collaboration is the strength. Our competitors in the hospitality industry become partners in achieving common goals - social well-being and environmental protection.

Consolidation of the hospitality business, which includes hotels, suppliers, and recyclers, is necessary to create an effective ecosystem that promotes new consumption norms. At the local level, we build partnerships based on principles and values, a common vision, and common goals, focused on the interests of people and the planet.

**“Sustainable development is not for competition but collaboration”**

# 68,897.5 kg

Amount of main sorted waste fractions, kg



8156,4

Cardboard



382 кг

Metal



1725,3

Paper



30,2

Batteries



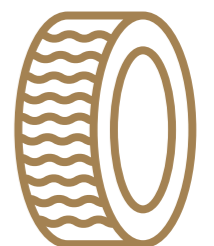
2554,7

Plastic



52540

Glass



2610,6

Dangerous waste

**130,600.8 kg** of waste were recycled by Kazan Palace and NEO by TASIGO hotels during last two years

# STAY IN HARMONY



**TASIGO hotels are developing an advanced model of hospitality, for which environmental friendliness is more important than consumption. Every day, all our employees contribute to a more sustainable business by taking care of the guests and the planet.**

The STAY IN HARMONY project is the slogan of all environmental policies implemented in TASIGO hotels. At TASIGO hotels, through environmentally friendly methods, we hope to create a model of hospitality in which friendliness and attentive service prevail over excessive consumption. By taking care of the guests throughout the entire period of their stay at the hotel, we hope to give them wonderful impressions and the desire to come back to us again. We treat our employees, partners, and the planet with equal attention, following the principles of the Stay in Harmony program.

## In Harmony with Planet



TASIGO strictly adheres to SUP-Free policy by banning all single-use plastic items in guests' areas and in the office.

The reduction of single-use plastic items is a part of our sustainability program.

We achieved a wide list of waste sorting and raised the number to 18 fractions.

Net-positive impact for the planet. This requires minimizing the environmental footprint in terms of carbon emissions, energy use, and water consumption, as well as sustainable consumption and resource management.



## In Harmony with People



Presenting the idea of conscious luxury we meet guests' gratitude and collect positive feedback.

We aim to serve high-quality products to our guests, which are sourced responsibly and sustainably. We prioritize products that are created by local businesses to empower and create shared value with the communities in which we operate. We choose products without hazardous chemicals, order from local farmers, and check their production cycle. We strictly follow the green purchasing policy.

TASIGO team members are our key actors we treat them well and appreciate each idea and impact they do for real hospitality.



## In Harmony with Business



TASIGO respects every partner we work with. To meet our high standards is a hard thing to do but our suppliers successfully reply to our requests and provide us with high-quality products.

Working with social entrepreneurship makes our business possess more responsible by showing the world authentic and unique items and giving these companies an opportunity for sustainable work.

Emerging our professional community we meet like-minded people and get a chance to improve our skills in sustainable development.





# STAY IN HARMONY PROGRAM



## Stay in harmony with Planet

**100%**  
of LED lightings in all hotels

**100%**  
of faucet aerators in all hotels

**12**  
Earth Hours per year

**0**  
single-use plastic items in customer-faced areas

## Stay in harmony with People

**5%**  
salary indexation

**60%**  
of women in leadership

**22**  
staff trainings

**25**  
Charity projects

## Stay in harmony with Business

**5**  
Social entrepreneurship projects

**15**  
Professional conferences and meetings

**20%**  
of Local partners

**2**  
Certificates

# STAKEHOLDER INCLUSIVENESS

At each step we make on our way to sustainable hospitality, we think of our guests, partners, colleagues and communities.

TASIGO has identified several Stay in Harmony stakeholder groups. Every day we work with people and make certain economic, social and environmental impact on their lives.

We have set clear commitments with each stakeholder group and strengthen relationships through open dialogues and engagement. Communication and transparency make our common way easier and clear for sustainable goals achievement.



# ENVIRONMENTAL CONSERVATION CERTIFICATIONS



Since April 2021 when Kazan Palace and NEO by Tasigo received Green Globe International Standard Certification, we started to work even harder than before. The certificate gave us a structured assessment of the sustainability performance of hospitality and tourism. We got a better understanding of sustainable business principles and can monitor improvements in operation and management.

**The Green Globe Standard includes 44 core criteria supported by over 380 compliance indicators in four key areas:**

1. Sustainable Management;
2. Social and Economic;
3. Cultural Heritage;
4. Environmental.

Tasigo scored 286 points among 385 verified indicators, which is a high satisfaction level of 83% of the Green Globe criteria. This allowed the company to stand in line with the most responsible hotels. Qualitative changes do not happen instantly, it is necessary to prepare for them and carefully monitor them. Thanks to the certification, we have outlined a long-term plan for the sustainable development of our hotels.

Since its opening, all TASIGO hotels have been operating according to the principles of sustainable development. Year by year we find out more and do more to achieve sustainability in different areas.



Kazan Palace by Tasigo met the requirements of the standard for being SUP-FREE in customer-facing areas in December 2021.

In 2022 we renewed the SUP-FREE certificate and will apply for the next level in 2023. We are happy to meet the requirements of Plastic Free Certification in the reduction of disposable plastic until its complete elimination.

**About 300 million tons of plastic are turned into waste every year around the world. The entire population of the Earth is about the same weight. Less than a fifth is recycled, a quarter is incinerated, and more than half ends up in landfills.**

Since 1950, about 9.2 billion tons of plastic have been produced worldwide. Production volumes increased from 2 million tons in 1950 to 438 million tons in 2017. By 2050, they will increase to 1.1 billion tons per year. 76% of the plastic produced since 1950 has been thrown into the environment or buried in landfills.

The hospitality business is highly responsible for single-use plastic elimination. Having started with removing plastic straws and plastic water bottles from its conference rooms, we continued with the ban on balloons and confetti for events and removed all single-use plastic boxes to go and containers from the kitchen zone.

Eco-friendly alternatives are real when you are willing to step up.

# STAY IN HARMONY WITH PLANET



Faucet  
Aerators



Glasses with a  
low-emissivity coating



LED lighting use at least 75%  
less energy, and last up  
to 25 times longer



Light Reduction  
Procedure



Computer  
Shutdown Policy



Earth Hour  
Every month



Air-conditioning  
and HVAC



Salt systems chlorination  
for the pool

# RESOURCE MANAGEMENT

ENERGY (ELEC+GAS)/ OCCUPANCY		THERMAL WATER / OCCUPANCY		WATER / OCCUPANCY		CO2 EMISSION/ OCCUPANCY		WASTE/ PAX	
kWh/ sqm	kWh/ room	kWh/ pax	m3/ room	m3/ pax	m3/ room	m3/ pax	kg/ room	kg/ pax	kg/ pax
67	258	154	0.32	0.19	1.55	0.94	85	51	7



# 1 KILOGRAM OF HOTEL LAUNDRY

Requires anywhere between **5 liters** of water to process

Requires anywhere between **1.48 kWh** in heat and electrical energy

Requires anywhere between **0.027 liter** of detergent

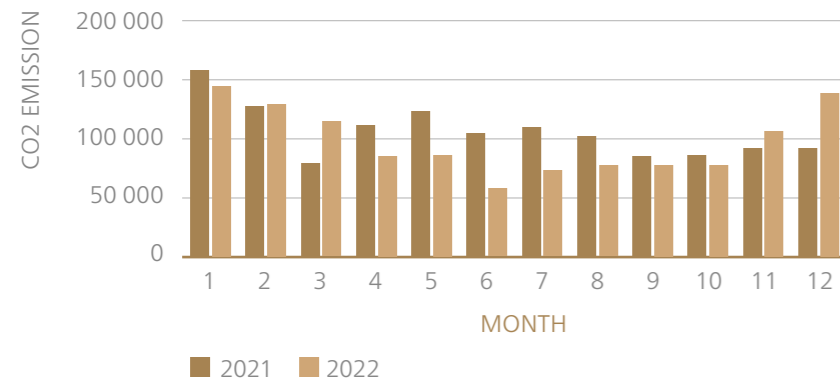


# RESOURCE MANAGEMENT

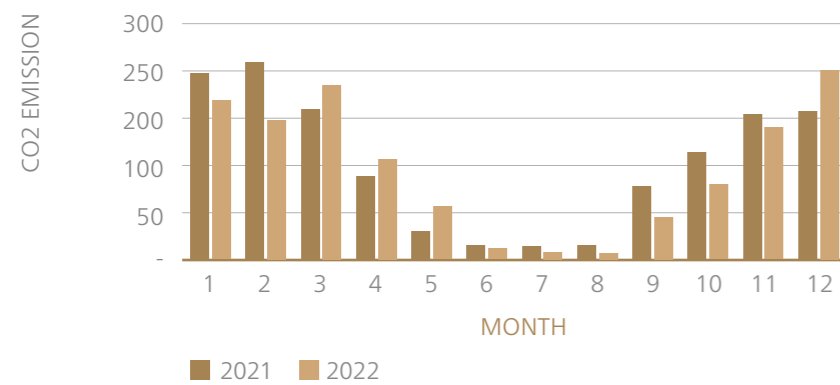
\*Hotels are equipped with high-technology engineering allowing resource saving. We aimed not to reduce but to keep the same consumption level.

## KAZAN PALACE BY TASIGO

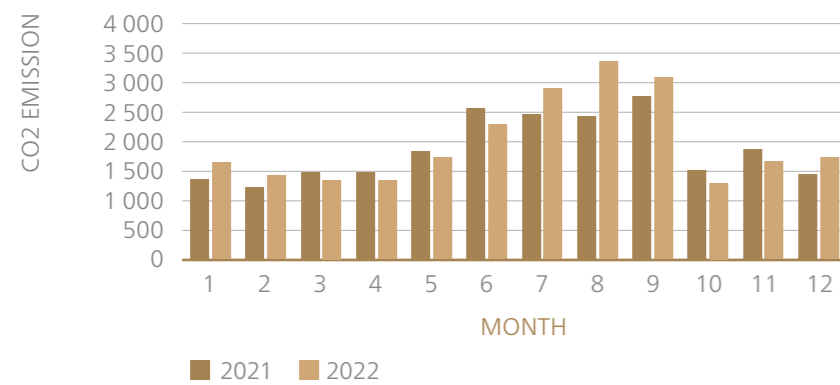
### Energy Consumption



### Thermal Water Consumption

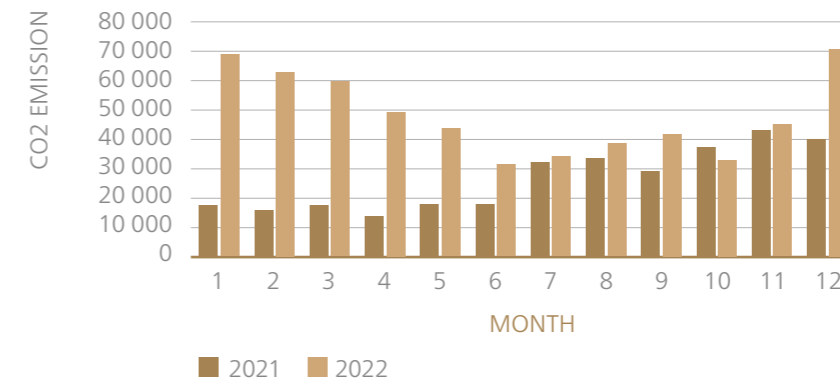


### Water Consumption

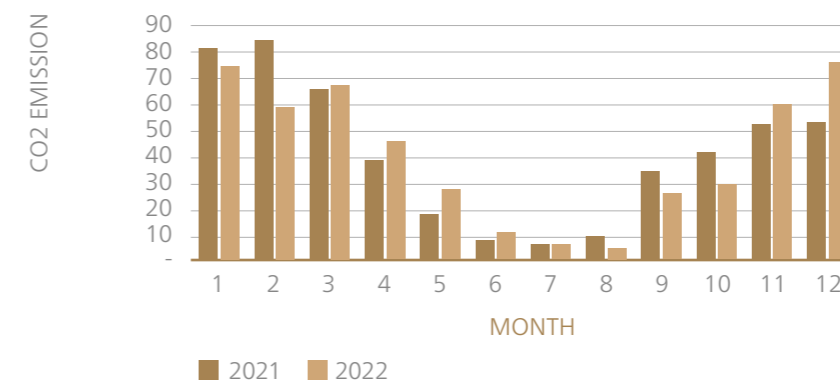


## NEO BY TASIGO

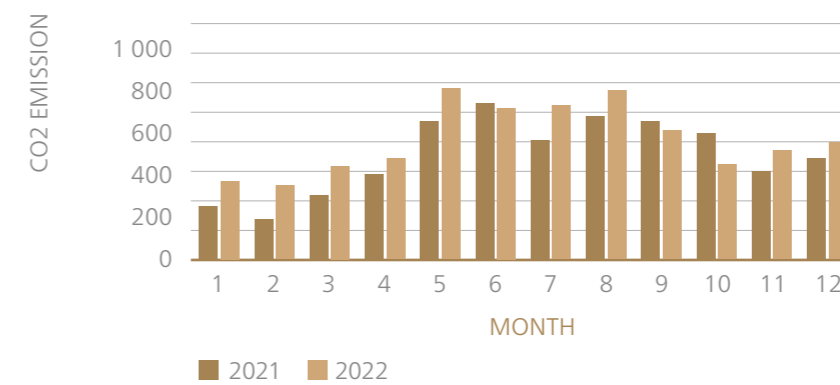
### Energy Consumption



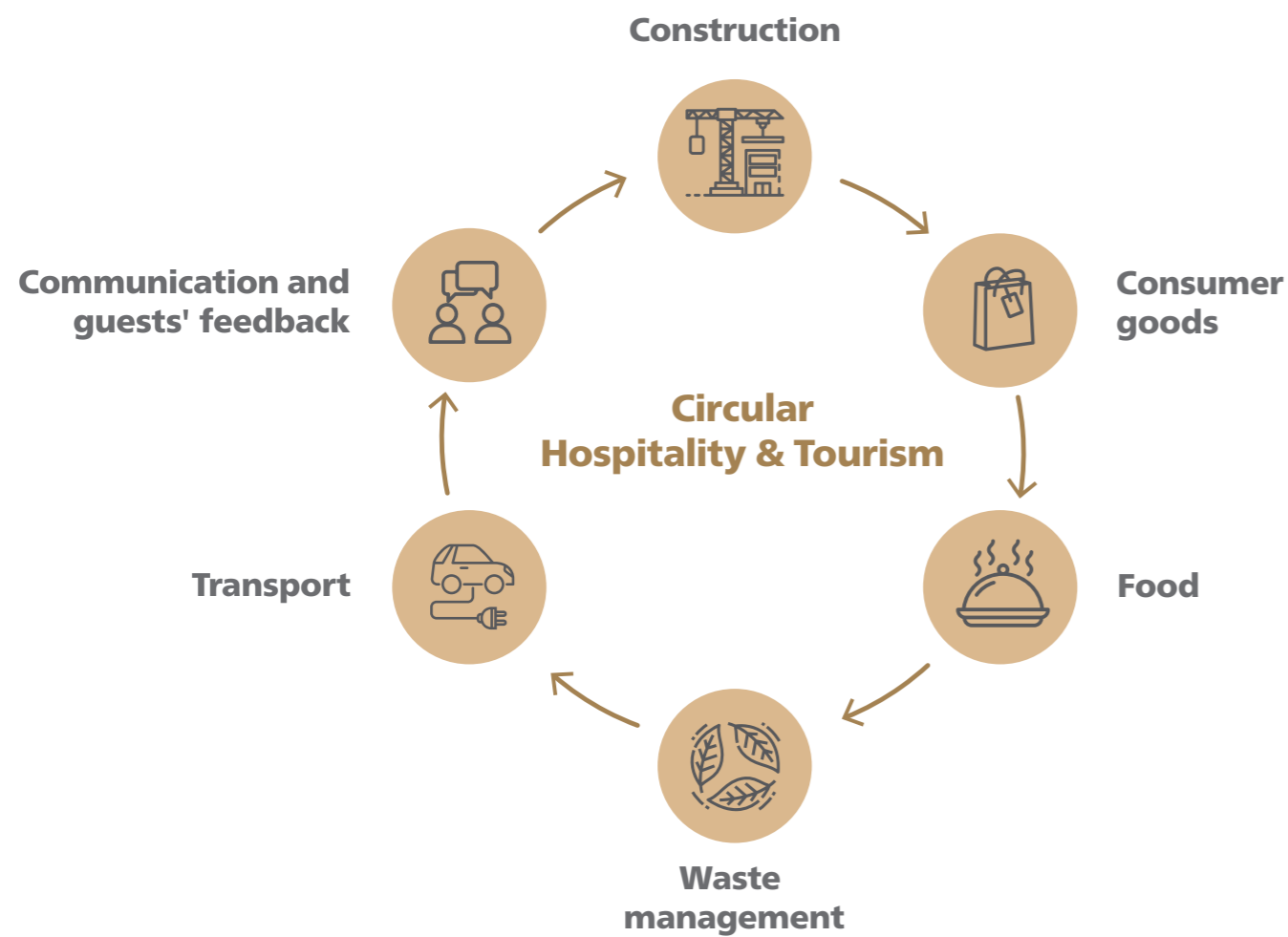
### Thermal Water Consumption



### Water Consumption



# CIRCULARITY AS A CORE IDEA FOR SUSTAINABILITY



For a sustainable future, we will need to adopt and develop circularity across every industry and sector.

The circularity is a closed-loop usage model, rather than one that produces discarded waste. Circularity covers reverse material flow.

Circularity is a sustainable model, process, and even economic system focused on reuse and waste elimination. It's a method of achieving sustainability.

For a better understanding of the concept of circularity in hospitality we use 5R's of the CIRCULAR ECONOMY: Rethink, Refuse, Reduce, Reuse, Recycle.

# CIRCULARITY IN HOSPITALITY

Trying to present our model of conscious luxury we refute the idea of present profligacy and overconsumption. On the contrary hedonistic and luxury-based lifestyles can be organically fitted into the model of conscious luxury.

## Best practices



The Christmas tree for NEO Kazan Palace by Tasigo was created by a local decorator and was completely made from reused items. We used recycled Christmas trees from previous holidays, wooden boxes made of old leftover planks, synthetic materials for decorations, and reused dry cones. This Christmas tree was created according to the national Tatar legend about Şüräle – a local creature who lives in the forests. Inspired by the Tatar folklore, famous local writer Ghabdulla Tuqay wrote a poem Şüräle. This action appeared to be an exciting way of communicating and attracting guests to national literature well-known in Tatarstan.



Raising environmental consciousness, we've started the full product life cycle project with one of our local partners by sending our plastic lids (HDPE 02). Local craftsmen produce recycled plastic pad holders for waitress' notes. We discovered the possibility of not just removing thousands of plastic lids from the kitchen but giving them a second life by producing new items for the hotel.



Our pens are made from recycled Tetra Pak® and similar food and beverage container materials. It looks great and feels nice in hand. We put TASIGO name on it to give to your customers and staff members. Creating a giveaway that every client will appreciate we stand by a sustainable way of thinking.

Everyone who cares about his or her impact on the Earth would appreciate these eco-friendly ideas.

# SUP-FREE

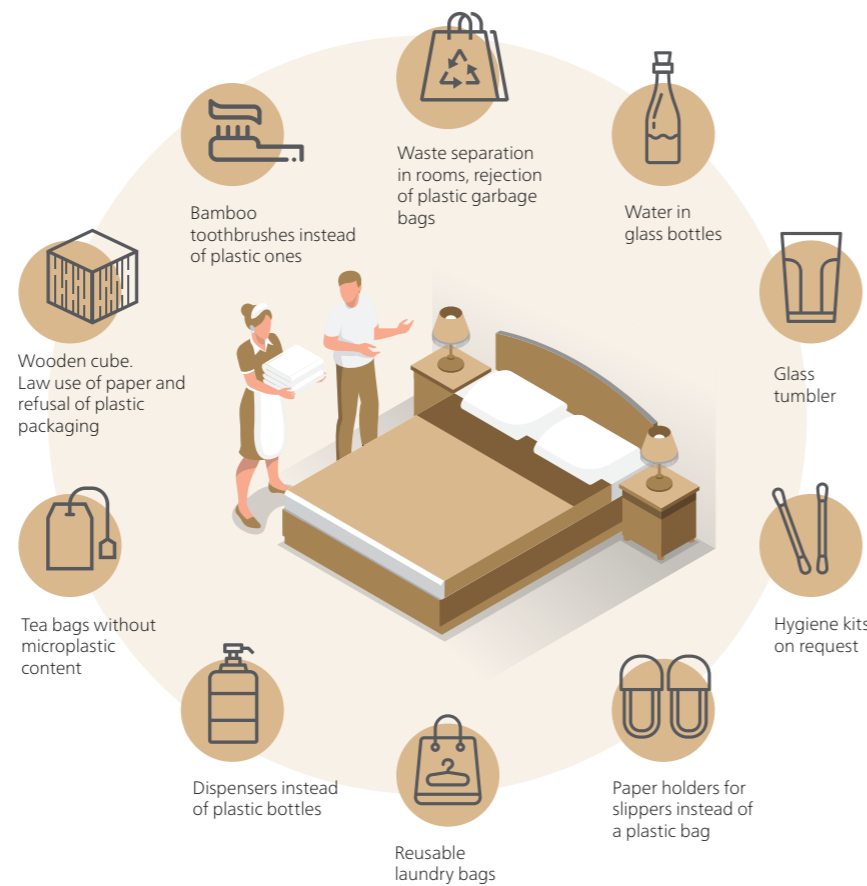
Taking care of guests, employees and the planet are the main principles of Kazan Palace and NEO by TASIGO. Achieving our goals in these areas is possible if we pay attention to everything surrounding us.

Adhering to the principles of responsible consumption, we started by following the basic rule: the reduction and reuse of items we use every day. Disposable plastic is one of the materials that cause serious harm to humans and the environment.

In 2021, Kazan Palace by TASIGO became the 1-st hotel in the world to receive a SUP-Free certificate for the gradual abandonment of the use of disposable plastic.

In 2022, we confirmed our compliance with the first star SUP-Free certificate by eliminating all single-use plastic products in customer-facing areas.

We support the idea of creating a long-lasting change together and review all areas where we can ban single-use plastic items.



**RESTAURANTS AND BARS**  
 Rejection of plastic straws  
 No use of individual plastic packaging for breakfast  
 Recycled or compostable containers to go  
 Sugar in paper packaging

**SPA**  
 Reusable headbands  
 Reusable terry sheets for massage

**EVENTS**  
 Detox-water pens made from recycled Tetra Pak®  
 Ban on the use of balloons and confetti

**YOGA**  
 Reusable disinfected rubber slippers  
 Water in a glass tumbler



This policy obliges TASIGO hotels to take measures to eliminate and/or reduce the use of single-use plastic in all operational processes, as well as to work on finding positive solutions to reduce unnecessary waste in hotels.

The ultimate goal is to create a company that has abandoned the use of disposable plastic in all areas of the hotel.

Disposable plastic is lightweight, convenient, and cheap. Giving up its use or finding suitable reusable alternatives is not an easy process. We have made the rejection of disposable items one of the priorities of our work and have achieved notable success.

## Reusable alternatives

**Reusable alternatives such as stainless steel or glass bottles are not only healthier for hotel guests, but might also improve the hotel's bottom line.**



- Rubber slippers in GO Yoga and GO Spa. Instead of single-use slippers, we offer reusable rubber ones. It gets comprehensive disinfection after each guest and comes dry and new for the next usage.



- Detox water reusable glasses in a spa and for events. Avoiding bottled water at the conferences we offer lemon-mint water served in reusable glasses.



- Reusable chopsticks are made from stainless steel. It is exceptionally strong and durable. It lasts for a long time and won't corrode or form rust, even after repeated washing.



- Laundry bags. Made from strong and wear-resistant Oxford cloth, laundry bags are the best example of long-time learning and searching for the best decision. Before finding this textile, we tested two others less resistant to frequent washing. This one completely meets the economic and environmental requirements.



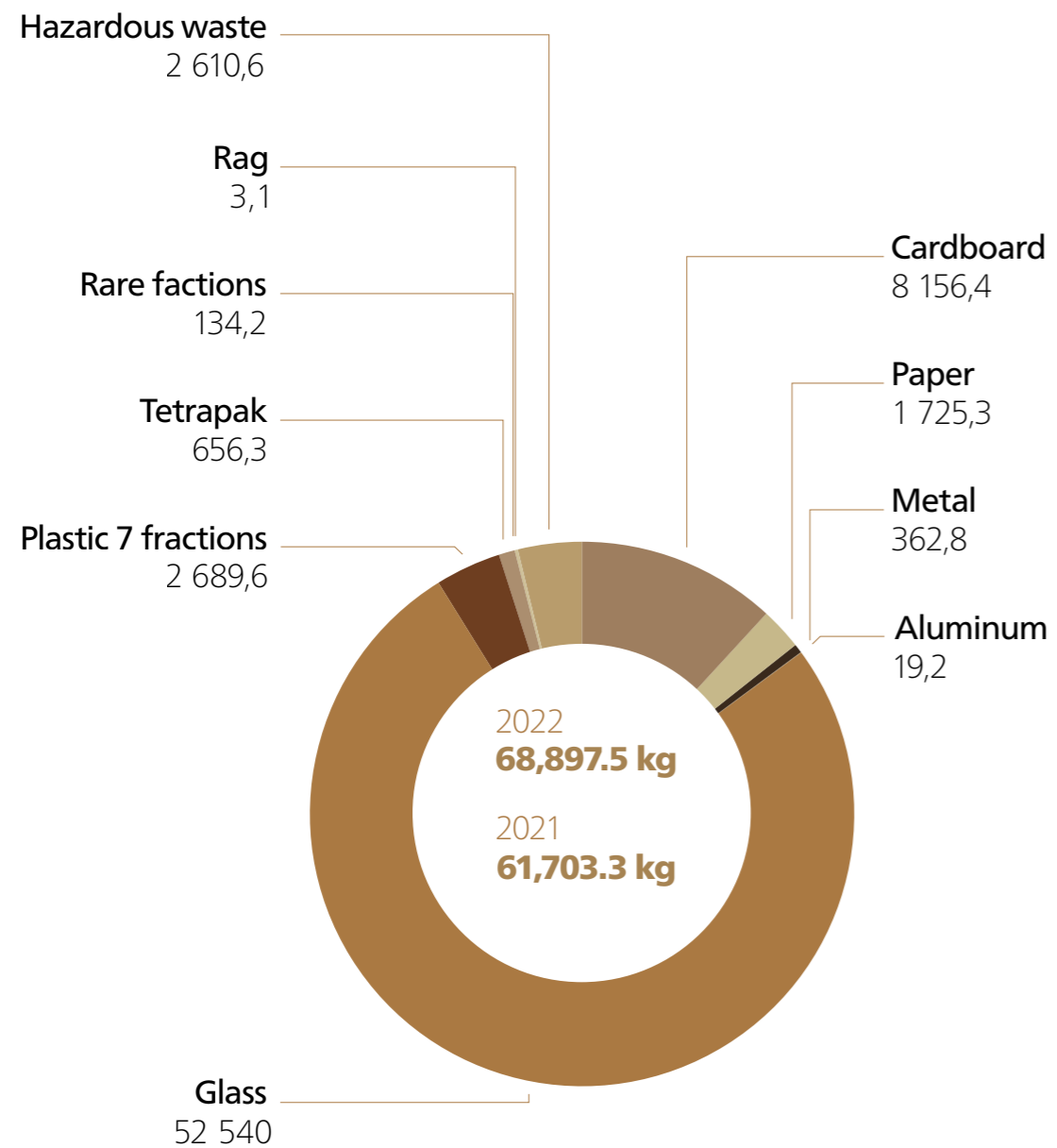
# WASTE MANAGEMENT MONITORING

Cutting down waste also cuts down on new products, which means using fewer fossil fuels and leaving for good future generations.

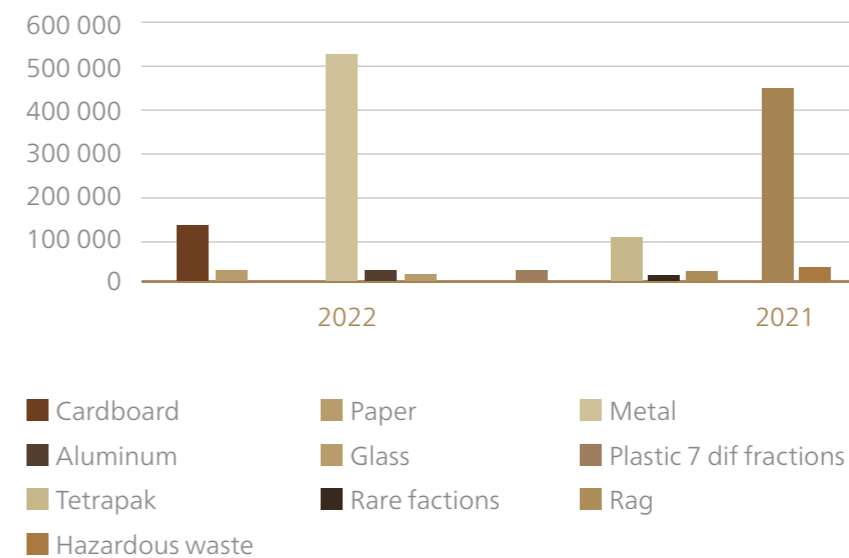
Hotels generate a large amount of waste and for that reason, we need a way to get rid of it efficiently and find a way to reduce costs as it can be expensive.

Waste management in a hotel is the collection, transport, treatment, and disposal of waste. It is key for hotels to reduce and reuse waste as much as possible, and recycle what is possible to recycle.

Starting with 4 fractions in 2020 we've reached the number of 18 fractions, which are taken by our contractors, accumulated, pressed, crushed, and transferred to processing plants or manufacturers as raw materials for production.



## The dynamic of recycled waste kg



In 2022, we emerged sorted fractions of plastic with Polyethylene and Polystyrene. We decreased the amount of plastic because of practicing reusable items such as textile laundry bags and dispensers. We increased the collection of glass, paper, and Tetra Pak; at the same time, we started sorting rare fractions, rag, and hazardous waste. Also, we raised with delivered stuff for charity projects.

# WASTE SORTING MANAGEMENT

Tanks have been installed on the territory for separate garbage collection. Garbage bins have been set up in public areas in the hotel, kitchen, and back offices. In the basement, we placed a spacious sorting room where we collect and sort all trash. In 2022 we put two garbage bins for sorted and unsorted waste into the rooms. We are glad to attract our guests to the proper waste sorting. Each of them makes a personal environmental impact and gives us positive feedback.



# DIFFERENT PRODUCTS LIFE CYCLE

It is an important part of being environmentally responsible, and hotels are taking care of waste without polluting the atmosphere, soil, or water. Trash must be hygienically, efficiently, and properly collected, transported, and treated for hotels to live up to their social responsibility.

## RECYCLABLE FRACTIONS

Recyclables type	The recycles process	New product
<b>Cardboard</b>	Pressed and sent to the Republic of Mari El and Uzbekistan	Turns into cardboard
<b>Wastepaper</b>	Supplied to the Kazan manufacturer	Toilet paper
<b>Can</b>	Smelted at metallurgical plants	Hardware
<b>Aluminium</b>	Remelted by suppliers	Aluminum ingots
<b>Glass</b>	Goes to Udmurtia and Tyumen	Glass container
<b>PET bottles</b>	Pressed and sent to processors, where they are crushed into PET flex	Raw materials for the production of consumer goods and building materials
<b>Hard plastic (1,5)</b>	Sent to end producers	FMCG such as clothes hangers
<b>Canisters (2,4)</b>	Sent to Maloyaroslavets	FMCG
<b>Polypropylene boxes</b>	Recycled in Tolyatti	FMCG
<b>Polypropylene containers</b>	Recycled in Kazan	Materials for the production of skirting boards
<b>Soft plastic (mix)</b>	Used by manufacturers of pellets and furniture fittings	Furniture accessories
<b>Paper packaging carton (Tetra pak)</b>	It is washed and crushed by producers and sent to the Nizhny Novgorod.	FMCG
<b>Batteries and light bulbs</b>	Disposed of as hazardous waste	-
<b>Organic (food) waste</b>	Collected, frozen, stored in a specially designated room	Food for the shelter of homeless animals
<b>Special waste</b>	They are sent to the volunteers of "EcoLogic" movement.	Complex processing and disposal
<b>Rags, toilet paper and remnants of cosmetics</b>	Sent to charitable foundations	Charity

# FOOD WASTE

Globally, wasted food accounts for about 8 percent of all greenhouse gas emissions. The environmental consequences of producing food that no one eats are massive.

Food and beverage sales for events and banquets can be an important part of a full-service hotel business. Since providing clients with memorable and abundant meals is paramount, the biggest fear is running out of food. On the other hand, the hotel has a huge amount of leftovers that need to be reduced.

**The world produces more than enough to feed everybody; we just need to do a better job of ensuring that food reaches those who are hungry.**

Food waste kg (animal shelter)	Kitchen		Total (kg)
	Food scraps	Spoilage	
4,010.4	32,057.3	573.9	36,641.6



According to food waste monitoring conducted in Kazan Palace and NEO by TASIGO we revealed the average plate waste per person:

**Canteen 53.6 gr**  
**Buffet breakfast 45.4 gr**

# ZERO-WASTE



In all Kazan Palace and NEO by Tasigo restaurants, we started to practice zero-waste activities, turned out zero-waste menu appeared on our tables.



At the beginning of 2022, we have started with a zero-waste menu. We invited Roman Kiselev young and honored chef to create a special recipe for TASIGO zero-waste menu. Together with our chef Iliya Frolov they have been experimenting with different technics and ingredients, the desire to follow the zerowaste trend was strong but the idea to create something outstanding was even more powerful. Due to guests' preferences analysis, we transformed the main menu as well by taking some zerowaste practices of cooking.

**For no-waste beef gravy, we use remains of roots and meat trim. For delicious shrimp bisque, we use shrimp chitin, which is full of proteins and minerals.**

**During the summer period, we do harvesting products for future use: pickles, jams, marinades, and compotes will stand for a year and will not lose their excellent taste.**



Being attentive to the local traditions and peculiarities, we have Halal items on the menu



# STAY IN HARMONY WITH PEOPLE

At the beginning of 2022, Team member Engagement is the key ingredient to deliver memorable moments to our guests and to achieve our business goals.

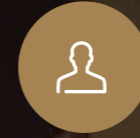
Our enduring role is to foster opportunity for people. We keep saying: "satisfied employee = satisfied customer", that's the reason we don't make difference between line staff and executives and treat everyone the same way - by granting equal rights, decent working conditions and attractive career opportunities. In addition, we bring urgent focus and committed action to the pursuit of Diversity, Equity & Inclusion, and the protection of human rights. Team members, guests and communities are key spheres for TASIGO Stay in Harmony program.



Employee wellness program



Staff rate



Bonuses for best employee



Awards for the experience of 3.5 years of work



Grants for educational program



Accessibility for all



Guest preferences



Charity



# DIVERSITY, EQUITY AND INCLUSION

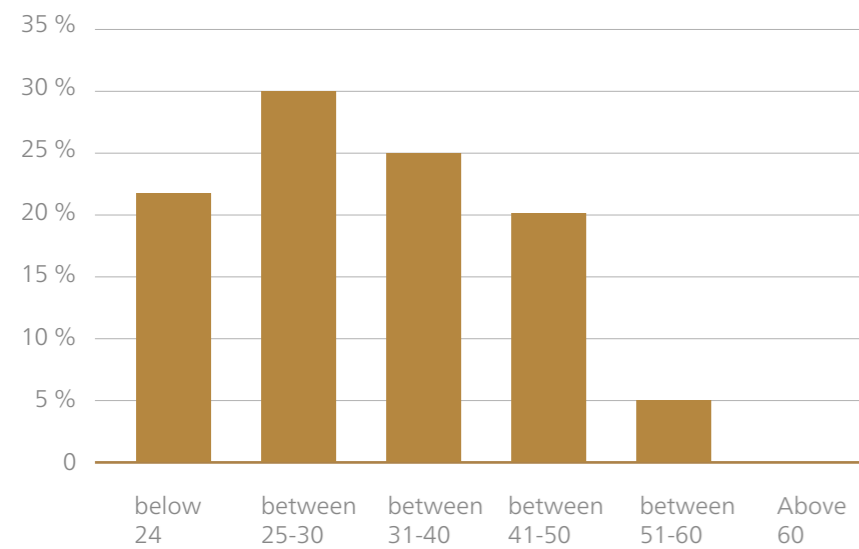
## DIVERSITY, EQUITY AND INCLUSION

TASIGO Hotel Group is committed to fostering a culture and workplace that celebrates diversity and inclusion, ensuring equal opportunities for each and every one – whatever their gender, culture or background.

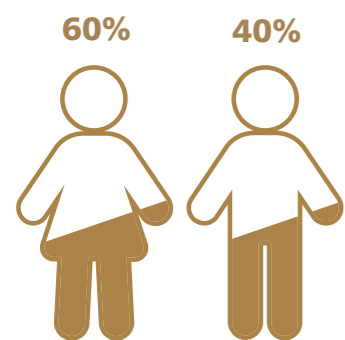
### BALANCED LEADERSHIP

TASIGO Hotel Group is committed to balanced leadership. We haven't faced a problem of gender equality and a lack of women in leadership roles in the company. But we strive to achieve a gender balance in senior positions and challenge existing thinking and aim to increase the representation of women in the company.

### EMPLOYEES BY AGE



### GENDER BALANCE: % OF STAFF



- 22 trainings
- 60% Women in leadership
- 10 Team-Building Activities



# GREEN TEAM

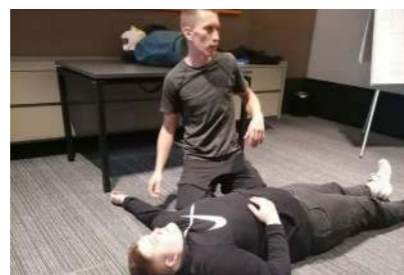


The involvement of some of the most active employees led to the formation of the GreenTeam, which brought together eco-ambassadors of all departments. The GreenTeam meets twice a month and discusses the most urgent issues of sustainable tourism at the hotel, gives feedback, and shares ideas and problems faced by employees. Together we select the most interesting proposals and appoint curators responsible for their implementation. The work of the GreenTeam has significantly accelerated the implementation of many ideas, as they become more viable, taking into account all the nuances of the workflow.

**GREENTEAM** → **18 PEOPLE FROM DEPARTMENTS**



## BRILLIANT IMPLEMENTED IDEAS:



- Reverse micro-greens station
- Textile for reusable laundry bags
- New training launched (first aid and inclusive etiquette)
- Water gassing apparatus set-up
- Unbleached napkins for breakfast and events

# WORK-TRAININGS PROGRAM

Creating responsible team habits is an essential part of our work that push us to achieve our sustainable targets. Our training program includes classes to help team members change behaviors such as reducing overall utility use, understanding the rules of waste sorting, and realizing the guest communication policy. We encourage every team member to be energy conscientious by switching off appliances and lights when not in use for we have a computer shut-down policy. And our ongoing communication strategy helps employees develop good energy-use habits and feel free to explain details to guests and talk to colleagues about consumption in the conscious luxury hospitality model.

## 2 INCLUSIVE TRAINING

### 1 FIRST AID TRAINING

### 2 TRAINING ON SORTING AND ECO AGENDA



# BUSINESS ETHICS AND COMPLIANCE



Running a hotel business responsibly according to corporate rules and transparency is a core point of our culture. Our commitment is to create a new model of hospitality based on sustainable development, care, and luxurious service.

Being a young company inspired with strong principles, we are concentrated on hard work, fair business activities, and respect for each other. Our everyday decision-making is shaped

by successful business strategy, professional management, and open-minded employees. All TASIGO team members feel the transparency and the environment where employees trust the people they work for, have pride in what they do, and enjoy the people they work with. We not only help each other but accept the best initiatives and benefit them.

We follow our fundamental values of transparency, ecological and social integrity, and fairness.

The TASIGO Code supports all of us in making the right decisions. It sets out the principles we must all work by at TASIGO hotels, no matter where our hotel is located. It also guides where to go if you need further help or would like to raise a concern. Failure to comply with the Code will be treated seriously. This may result in disciplinary action being taken, which, in some cases, may include dismissal following our internal policies and local labor and employment laws.

## ANTI-BRIBERY AND CORRUPTION POLICY

In order to maintain the reputation of Kazan Palace by Tasigo and the reliability of the Tasigo brand, for all our stakeholders within the internal and external context of our company, and the rules of behavior and communication based on the stages of operational processes have been determined and adopted within our organization.

## HUMAN RIGHTS AND EQUALITY POLICY

The corporate culture that we have and that makes us who we are is our most important value. Every process we reflect on our principles grows with responsibility and faith, support, and love of our teammates for each other, and the Tasigo spirit is shared by our guests.

Sincerity, empathy, and appreciation of superior qualities determine our human resources concept. We do this with a balanced and prudent management system. Our “right person for the right job” philosophy is also effective in directing resources correctly.

## FOOD SAFETY POLICY

We are committed to managing all our activities so that we may continually improve food safety status in compliance with the HACCP international criteria. (ISO 22000, including HACCP). Compliance with measures to ensure food safety is a common corporate goal for all levels. The production process, food safety and end user health are interrelated and are the responsibility of all line managers.

The HACCP documents define the food safety responsibility of all employees of the organization. It is expected that all employees charged with ensuring the finished product safety properly perform their duties and implement this policy.

## PREVENTIVE MAINTENANCE POLICY

Kazan Palace by Tasigo Hotel believes that its staff has a right to work in premises that are kept in a safe, well-maintained, and functional condition at all times, and which provide a high standard of business accommodation to carry out the functions of the organization. The

organization understands that the quality of the physical environment is a key factor in its provision of a high-quality, safe, and effective service for its service users.

## SUSTAINABILITY POLICY

In line with STAY IN HARMONY project of TASIGO Hotels, we recognize our impact on the environment and we aim to reduce it by every manner that are available without compromising the excellence in our way to welcoming our guests. With the vision of forever protecting and nurturing our people and environment in every way possible, our hotel identifies and refines existing policies clearly following the standards and legislation. To achieve continual improvement, we have implemented the Sustainability Management Plan, which focuses on engaging our guests and employees to join our green journey in building a more sustainable hotel.





## FAMILY SUITE ALL FOR KIDS



Kazan Palace and NEO by TASIGO both are business hotels. Nevertheless, we accommodate a lot of guests with kids and make little guests feel comfortable and just like at home: it's our clear obligation. There is hardly more important than happy childhood, traveling brings bright emotions and journey with TASIGO gives cheerfulness, smile and best memories.

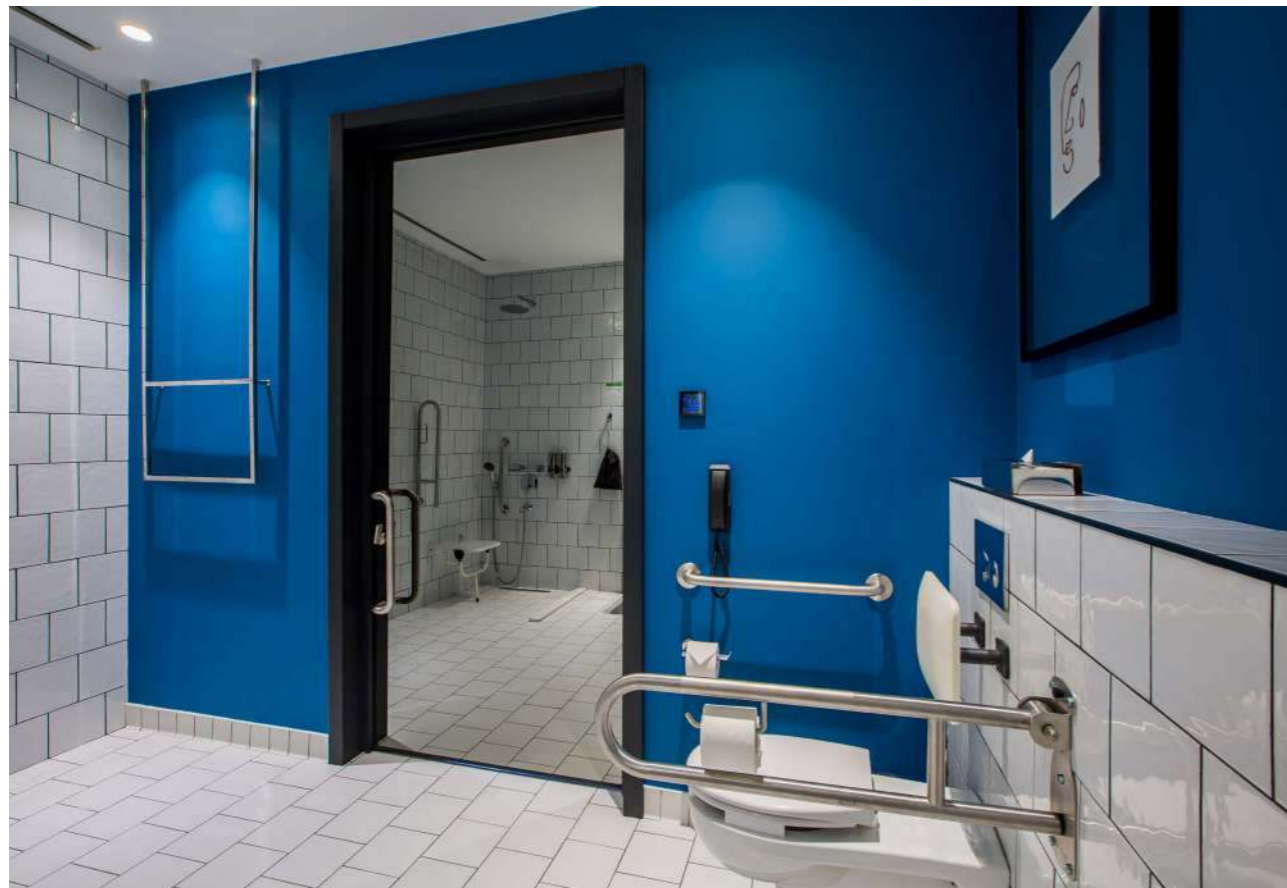
The renovated Family suite offers little guests' kids-friendly facilities: kids' vigvam, comfortable children's table and chairs, baby cots. Little ones also benefit from welcome toys and books, children's menus, pool time spa and amazing huge catchy sculptures in the lobby.

# ACCESSIBILITY FOR ALL

Kazan Palace and NEO by TASIGO provide an environment that is accessible to everyone, regardless of their abilities. At the end of 2022, 5 percent of the rooms in hotels were accessible. An accessible environment audit was made by people with disabilities using wheelchairs all around the hotels. We got valuable feedback and went through the list of recommendations. All public areas meet the requirements of people with disabilities.

**After the audit, we implemented the following recommendations:**

- a lift for a wheelchair was installed;
- cabinets were equipped with special handles convenient for people with weakened muscles;
- carpets were removed, as it was a barrier for a wheelchair;
- trash cans with a pedal mechanism were replaced with open ones;
- a toilet seat mount was installed;
- rooms were provided with comfortable hooks, cabinets, and mattresses;
- signs have been installed for parking people with disabilities;
- an entrance plate with Braille font was installed.



# CHARITY

**TASIGO supports the local communities where we operate and promote local culture. We focus our social actions on guests, employees, and other stakeholders, including projects related to childhood.**



25

Charity events



100

New Year presents for children with disabilities



4

Animal Welfare Funds



4 tons

of Food waste for animal shelter



5

TASIGO Venues for inclusivity



254 kg

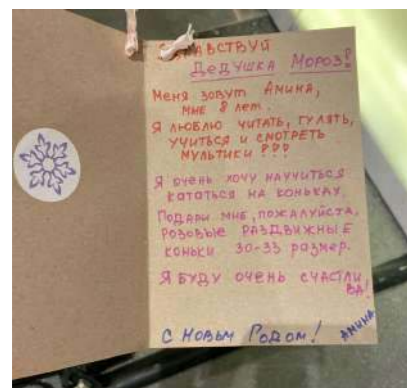
for Good Box charity

# CHARITY

The social aspect concerns the issues of people’s quality of life and well-being. Increasing the social activity of the business, and the implementation of social and charitable projects aimed at reducing socio-economic inequality is one of the most important areas of sustainable development and one of the three principles of the ESG agenda. Inclusivity

**LETTER TO SANTA** has become our traditional charity program. In collaboration with the skillful inclusivity project coordinator and experts, we collect letters from pupils of inclusive classes and place them on the Christmas tree in the hotel lobby. Guests and hotel staff pick up any letter from the Christmas tree, having the opportunity to fulfill the children’s dreams by sending the gift. 100 children with disabilities have got their dream gifts.

## CHRISTMAS CHARITY VENUE



120 guests, 40 sportspeople of Special Hockey that gives people with physical and developmental disabilities the chance to play the sport of ice hockey in an environment that is adapted to their level of ability. Together with the Center for the Adaptive Sports Development и Fibi Kids, we hold a Christmas evening for kids playing hockey. All players have different types of disabilities: disorders of the musculoskeletal system, Down’s syndrome, autism spectrum disorder and other mental developmental disorders.



**COOKING WORKSHOPS** for children with disabilities. Partnership with Alpari charity fund. 20 children were welcomed in TASIGO, and together with our chef and confectioner, they baked cookies and practiced in confectionery decorations.

**MOTHER’S DAY** We combine International Day of People with Disabilities and Mother’s Day and invited moms whose children have some disabilities. Together with our

partners SIBUR and Alpari Charity fund, we organized a nice evening for our guests. Mostly, mothers are engaged in the active development of an accessible environment, education, and employment of people with disabilities, and they do it on a volunteer basis, without payment. Burnout is a big problem of such movements. Therefore, support and the opportunity to feel important and needed is a big boost to development. There is something that we can do to support this community.

## PERSONAL CHARITY

Our team members have been told a story about a 3 year old girl from Kazan who was diagnosed with retinoblastoma and needed to go through rehabilitation in Switzerland. Our team sent earnings from recycled materials sale directly to the girl’s parents. They are still in touch, and the little girl feels much better now.

**254 kg for clothing donation via Good Box** We like the idea that our clothes are going to a worthy cause and are not going to the dump. Depending on the material, it could take from several weeks to several decades to break down, releasing methane, a greenhouse gas more potent than carbon dioxide, in the process. In TASIGO we prefer to donate clothes to those and to save the planet by



this. We collect new or used clothes from employees and deliver them to different charities in the city.

## Free food for those in need

Keep helping vulnerable people is a simple way we can support locals. Our kitchen staff cook for Kind Food Truck project on the regular base. Also, we provide food products for the local mosque where it gets cooked in the canteen.

## Animal welfare

Animal welfare matters for sustainable development. We have full confidence that our relationship with animals matters for our

health and the environment. Promoting animal welfare in sustainable development governance is not easy now and won’t be in the future. It will require transformative changes to some industries, practices, and values. It will thus encounter resistance from the powerful lobby and interest groups.



## We’ve donated to and supported animal shelters:

- Bought 500 kg of dog food;
- Delivered a fridge and a surveillance camera;
- Built aviaries;
- Dog bedding was sewn from decommissioned mattresses;
- 101 cats and dogs have been sterilized on TASIGO’s donations
- Provided medicines.

# STAY IN HARMONY WITH BUSINESS

TASIGO supports the local communities where we operate and promote local culture. We focus our social actions towards guests, employees, and other stakeholders, including projects related to childhood.

## Sustainability Management in tourism and hospitality



## SOCIAL ENTREPRENEURSHIP

**Taking care of the environment, we always emphasize what we mean by this concept. For TASIGO employees, the environment begins beyond the hotel. Kazan Palace by TASIGO is a city hotel, which means that an environment is created by the citizens, with their ideas and needs. Our activities pay maximum attention to the communities of Kazan and the Republic of Tatarstan, we strive to establish communication with many social organizations. We are not limited by charity events and donations, we try to involve project participants in the activities of the hotel, providing them with platforms for master classes and implementing joint ideas.**

We focused on representing pieces made by people of inclusive, social, and local entrepreneurship.

All products are made by people with disabilities, local brands, or sustainable workshops. It is important for us to support and empower local communities by promoting local initiatives, which allows us to contribute to the sustainable development of the region. By purchasing this product, our guests contribute to the development of inclusive craft workshops and local communities, as well as receive unique souvenirs made with warmth, love and respect for nature and people.

**MasterKA** founded by a professional joiner Alexander Kazakov. He creates unique wooden products and souvenirs from noble wood species (apple, oak, walnut, ash), but also conducts free workshops for children.

**Anton's Right Here** is the first center in Russia for education, creativity, and social habilitation of people with autism. And one of the first social entrepreneurship partners for TASIGO. The exhibition «Life is when one lives normally» represents the production of the workshops of the center: clothes, ceramics, graphics, bindings and carpentry.

### **The Sun is Inside**

The Foundation for the Promotion of Activities in the Field of Social Adaptation. The main goal of the Foundation is the development of social and labor adaptation of disabled people and representatives of other vulnerable groups through creative activities, theater, and contemporary art.

**Wonder Moms** - is the first social entrepreneurship we started with. A community of young women who faced life difficulties got together and support each other. They also get support from reliable and various orders. After a long time of communication and testing together we found a perfect durable textile for reusable laundry bags. As well, we got crafted reusable bags for recyclable materials, aprons, bags for hairdryers, covers for pillows, and bags for housekeeping.



# GREEN PURCHASING

To simplify the process for team members responsible for procurement and to simplify requirements for suppliers, TASIGO has formulated general criteria for materials and substances to ensure sustainability in purchasing. These include specific guidelines for which materials and substances are suitable for use from a sustainability perspective, including requirements to always apply the precautionary principle.

We consider each contract according to eco purchases, green or circular purchases that have the least ecological footprint on the entire life cycle of products.

Being a responsible and sustainable brand, we have to expand our perception and think about the purchased product at all stages:

- **how and from what it is produced;**
- **how the product reaches to the hotel;**
- **what kind of packaging we use for it;**
- **what we will do with it, that is, whether it is reusable, can be recycled or repurposed.**

**We need clear understanding of the timeline and of when we would be able to use this product again.**



# THE HOTEL IS A PERFECT PLACE FOR LOCALS

One of our goals is to fit hotels into the urban environment. We are trying to organize a hotel that could be a nice and attractive place for locals, where people could stay, work, conduct personal or corporate events, have meal, and relax. It is all about unforgettable impressions and willingness to get back to the place where you belong.

## MUSEUM

The architects of the hotel carefully approached the preservation of the historical heritage of the building, leaving its appearance for future generations. Many elements of the interior have been transformed: the main marble staircase has been restored and has become the dominant of the hotel's entrance group, today it is a stylish decorative element, each time reminiscent of a rich historical past.

The building where the hotel is located was built in 1910 with donations from the famous grain tradesman, Kazan first-guild merchant Yakov Shamov, who founded the first large city hospital in Kazan, which bore his name for a long time. Today there is a historical museum named after the founder of the building. The museum is open to the public and contains cases of the everyday life of Kazan doctors. This place has become the memory and cultural heritage for everyone interested in going to an extraordinary historical landmark, that was a witness of many human destinies.

Reminiscence of the past...

Vision for future....

Appreciation of the traditional...

Desire for the new.





## GO YOGA

is a beautiful yoga studio in Kazan Palace by Tasigo open for guests and locals. Yoga isn't just about cute mats and traditional music. All should come at once. This is a challenging project where we put together professional teachers, different yoga types, the best equipment, a unique design, and an eco-friendly lifestyle. The idea is to let guests have all kinds of activities in the hotel and give it a high-quality luxury hotel level. Locals from the neighborhood appreciate our new yoga space and attend classes on a regular mode. Making hotel a part of the urban community doesn't look that hard when you feel people around.



## TASIGO JAZZ

Being a historical and cultural part of the city, we have purposed to run a breakthrough musical project. This music is jazz. Kazan represents a highly skilled jazz community. One of the famous local musicians make a collaboration with TASIGO by holding concerts in Kazan Palace on a regular base. A nice cultural project TASIGO-Jazz has been created. Local and well-known international bands were invited to the venue. It has become popular among hotel guests and city residents: every event gets great grosses, feedback, and creates fantastic mood.



# SUSTAINABILITY INTENTIONS FOR 2023 AND LATER ON

## 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 TASIGO-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

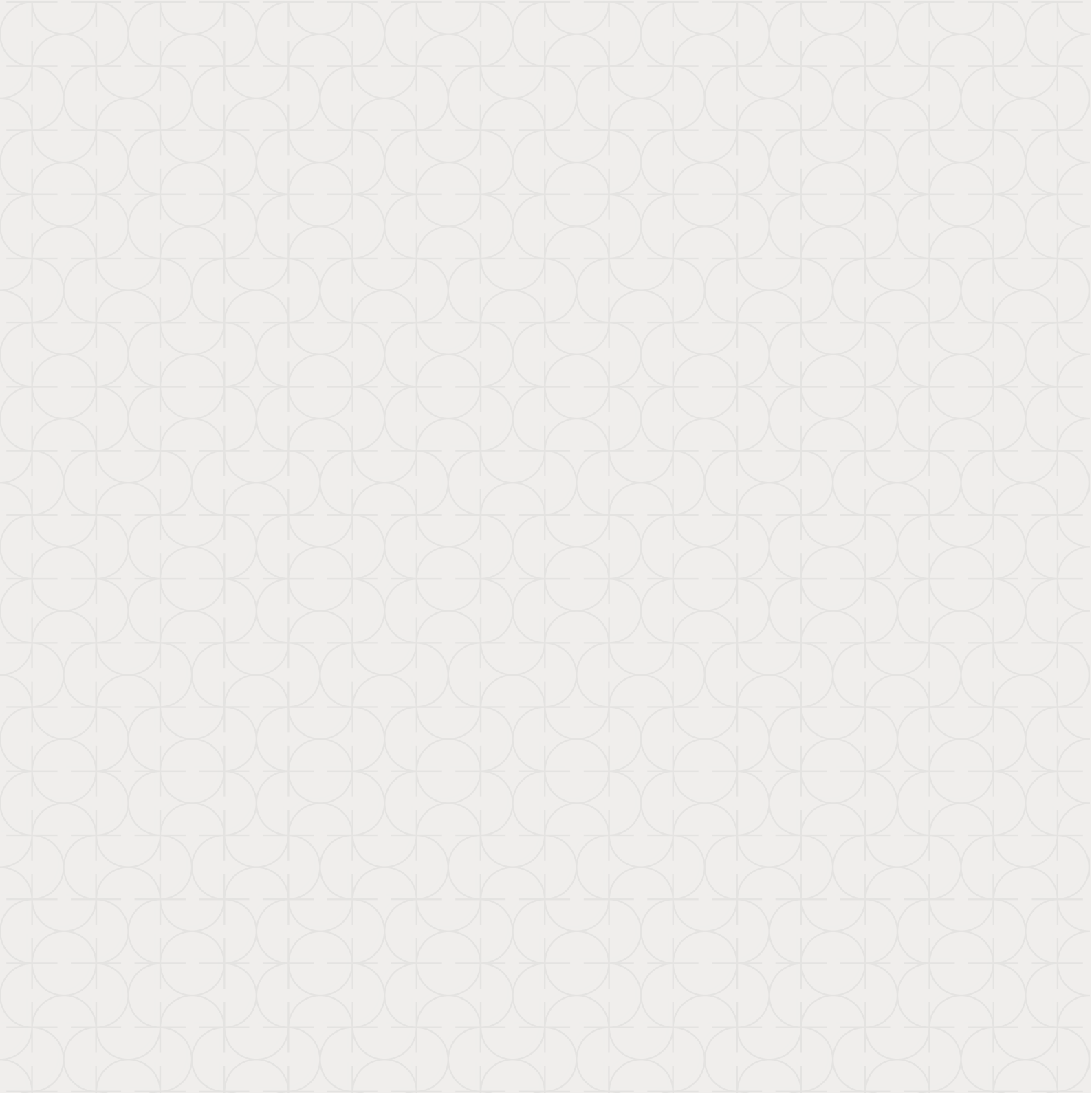
- Organized excursions to the museum
- Thematic theatrical productions related to the history of the building

## HEALTH & SAFETY ISSUES

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



420043, Kalinina Street 3B  
Kazan/Republic of Tatarstan, Russia  
tel: +7 843 212 0101  
fax: +7 843 212 0213  
info@kazanpalace.com  
www.kazanpalace.com  
<https://vk.com/kazanpalacebytasigo>  
<https://vk.com/neobytasigo>  
<https://t.me/tasigokazan>



TASIG