



TASIGG

CODE OF ETHICS



A MESSAGE FROM THE GENERAL MANAGER

TASIGO TEAM IS DRIVEN BY KNOWLEDGE, FEELS THE SUPPORT,
AND GETS THE RESULT – ALL THAT PEOPLE NEED FOR A BRILLIANT CAREER.

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 obsessed 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.

This Code of Conduct can help to understand our basic rules of running a responsible business and honest attitude toward colleagues and new team members.

Thank you,
Sevda Musayeva ,
General Manager Kazan Palace by Tasigo



WHAT IS THE CODE OF ETHICS?

This Code of Conduct (the Code) was adopted by TASIGO Board of Directors to ensure that TASIGO HOTEL operations are conducted in a manner that inspires confidence and complies with legislation and best practices. The Code shall be revised annually or more often if required.

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.

Additional requirements

The information in the Code cannot address every situation that may confront colleagues. It is an important guide and provides an introduction to many of our key global policies, but it does not cover every scenario. It is important to remember that there may be other policies, procedures, and requirements that apply to you, which you must comply with in addition to the Code.

Who does the Code apply to?

All colleagues working in TASIGO owned and managed hotels must comply with the Code and the policies and procedures it refers to. However, all of our hotels and owners, both managed and franchised, have a shared vision to continue strengthening the TASIGO HOTEL brands and a commitment to responsible business. The principles, spirit, and purpose of the Code are therefore relevant to all of TASIGO hotels.



OUR VALUES

- CONSCIOUS LUXURY
- SUPPORT FOR THE ARTS
- ENVIRONMENTALLY-FRIENDLY BUSINESS STRATEGY

IDEAL GUEST SERVICE IN THE BEST HOSPITALITY TRADITIONS

Our guests stand first, they are our main drivers for decisions and admiration.

SUSTAINABLE HOSPITALITY

We know that tomorrow we can do more and our new model of hospitality is key for a better future. Every day we communicate with communities, expand our social activity, empower partners, and protect the planet from extra waste.

FAIRNESS AND TRUST

These are key emotions between employees. We treat each other with sympathy, fairness, and diplomacy - it inspires feelings of friendliness and trust.

BETTER COMMUNITY

It is hard to create a better world on your own. We attract our suppliers, partners, and all stakeholders to participate in sustainable development policy and get their personal impact.



MANIFESTO

At Tasigo, our award-winning hotels, we aim to strike the perfect chord between the traditional and contemporary, the functional and the beautiful. As Polimeks Design Group, we are proud to carry the signature of quality and of commitment to sustainable design and development. Genuine hospitality is in our DNA. We continue to extend to world-famous Turkish hospitality abroad, work constantly to make our guests feel at home through elegant simplicity, uplifting comfort, and ever-welcoming atmosphere. We continually strive to understand how we can do better. We believe that open communication and collaboration enables us to build upon our existing capabilities, and extend the quality of our services to the next level. We avoid cliches. Although we believe that the core values of hospitality are nonnegotiable, we must be open to innovate everything else. Instead of creating a sense of déjà-vu (or a question of "Did I have this club sandwich before?"), we strive to make your stay invigorating to the mind, body and spirit at every opportunity. Travel enables us to find inspiration, to form connections and to widen our world. We believe that accommodation should be the pinnacle of that exciting adventure. Unique artistic, gastronomic and cultural encounters await our guests in every corner of our premises. This is how we make sure that the Tasigo experience lingers in the memory long after the stay.



TASIGG

OUR VISION

We place our emphasis on customer satisfaction and exceptional quality of service. We show the ultimate attention and care in every field imaginable. We strive for perfection in all areas of our operations, including the design of interior and exterior spaces, the presentation of our rooms, our open communication with guests and staff, and even the level of internet connectivity. We make sure that our hotels are a pleasurable place both to stay and work in, by taking good care of our personnel's well-being and ensuring that they feel a sense of belonging and ease. We hold ourselves to the highest possible standard to fulfill our responsibilities towards our guests, our team and global ecology. We embrace green initiative practices and eco-friendly modern technologies to reduce our carbon footprint and to remain in harmony with nature. Driven by local history and culture, we also aim to be a part of the global future by staying aligned with the needs of our contemporary world.

STAY IN HARMONY PROGRAM

Stay in Harmony means for us, Tasigo's coexistence in balance with people and Nature. While preparing to leave luxurious memories that will be remembered for our valued guests, we always take into account well-being as well as the health of the planet. Being an eco-conscious and sustainable enterprise is a never-ending process.

At Tasigo we have a devotion to preserving natural resources, as well as local ecosystems. Through our eco-friendly practices, we hope to contribute to a better model of hospitality, one that chooses conversation over consumption. Without compromising the quality of our services, we take practical steps everyday towards a more sustainable way of operating. We monitor and take actions for further water and energy conservation, waste disposal and reduction, and use of renewable materials. We continue to reduce our waste production and segregate different kinds of wastes in accordance with local structures. We ensure that our cleaning products are non-toxic and biodegradable. We organize training sessions with our team and staff on the issue of sustainability, and motivate them to implement best sustainability practices both at work and at home. We encourage our staff to present "Stay in Harmony" to our guests, suppliers, contractors, agents and wholesalers. We hope that these actions will create a peace of mind for our guests, the same way that it does for us.





TASIGO

TASIGO LUXURY

The definition of luxury is constantly changing. In today's hectic world, we believe that real luxury is the ability to disconnect and relax, to remain present in a way that engages our five senses. Instead of the overused and traditional definition of luxuriousness, which brings to mind the image of endless extravagance, we aim to provide unique and priceless experiences that turn into unforgettable moments. We believe that art is the one of life's greatest pleasures, and therefore work to bring together and present works by contemporary artists from different disciplines under a cultural vision. We are aware that how we make our guests feel is of utmost importance. As in most situations, what matters most in hospitality is emotion, the human element. Whether it's enjoying a delicious breakfast prepared with fresh local products and unique tastes, relaxing in your room design with absolute comfort in mind, treating yourself to a day of self-care in our indulgent Turkish hamam and spa, Tasigo has got you covered. To accommodate all elements of stay, we make sure to provide handpicked, quality items to make experience more fulfilling and special. We have thought about every little detail for you, so all you have to do is sit back, relax and enjoy.

BUSINESS ETHICS NORMS

In order to ensure the correct functioning of the Tasigo Hotel corporate reputation and the continuity of the Tasigo brand, the behavior and communication rules regarding the operational stages of all our stakeholders and operational processes in the internal and external context of our company have been determined and adopted within our organization.

Tasigo Hotel regards natural life and the individual as the center of its business cycle. It values the ideas and opinions of its employees on the way to the company's goals and encourages their participation as they share the success of the organization. It realizes products and services in a way that contributes to the continuation of the next generation's life and global sustainability with equipment and applications in accordance with nationally and internationally accepted environmental legislation.

Tasigo Hotel manages its processes within the framework of the legislation published by all legal authorities within the scope of its business. In order to realize the processes, the building was built with the appropriate design plan with the smallest detail in mind, with a safe living and working space for guests and employees. Processes are managed in line with efficiency and productivity criteria. Through the correct, effective and economical use of resources, appropriate hardware and software systems have been installed and placed after the risk assessment process workflow, and a safe and standards-compliant working environment

has been designed. Application stages are defined and guaranteed in the documentation system in order to deliver a product and service presentation that is high-quality, beyond expectation, and standards-compliant.

As Tasigo Hotel, our priority is to protect the health and safety of all our stakeholders in the operational stages we carry out. The functioning of the relevant and authorized departments has been determined in this direction and the practices are defined in the documentation system.

Monitoring and control of processes are provided by verification analyzes, drills, maintenance, correction and improvement actions.

Confidentiality is essential in our company's process practices and communications with all stakeholders. The issues defined in the privacy policy determined in our internal regulation and the protection and security of all the information shared with us by our stakeholders are defined in the documentation system in accordance with the Law on the Protection of Personal Data and confidentiality application obligations are shared with the employees.

We carry out our relations with all our stakeholders based on a fair, honest, transparent and impartial approach. Instead of corporate interests, we respect the interests of all our stakeholders, and consider it our principle to continue our operations with ethical and reliable stakeholders.



EMPLOYEE RELATIONS

Employees' interests and personal rights are respected in all of the practices carried out within Tasigo Hotel. A work process and environment has been established to protect the legal rights of the individual.

We recruit our employees according to equality of opportunity and merit regardless of race, religion, gender, sect, and we support meeting their needs and expectations by following a fair and satisfactory wage policy.

With the establishment of honest, transparent and well-intentioned approaches in our relations, we ensure an atmosphere of trust and belief in job security.

We respect the individuality and diversity that our employees add to our services, we reward effort and give precedence to fairness, seniority and merit in our promotion processes.

We listen to the suggestions and problems of our employees and determine communication methods through which they can inform and share.

Employees are encouraged to work effectively and in harmony with the awareness of their duties, powers

and responsibilities, and to adopt a working style with an ideal of teamwork. The protection of the health and safety of team employees, and their operation in accordance with business ethics are defined in the context of relevant procedures and instructions, and their implementation and compliance is guaranteed by the provided training.

We organize periodic training and evaluate the activities of our employees to improve their skills and performances. Employees are sought to reveal their potential while performing their duties and to conduct their jobs with keenness through the support of positive feedback.

The hierarchical structure in the process is established within the framework of respect, love and tolerance. All employees show respect for everyone else's dignity, honor, personality, belief, dignity and gender, as it is not allowed to interfere with their fundamental rights and freedoms. Action is taken within the scope of the disciplinary regulations/internal services regulations in case of inappropriate behaviors towards employees (psychological abuse, sexual harassment, pressure, ridicule, exclusion, humiliation, slander, etc.) are conducted by senior officials or colleagues.





GUEST RELATIONS

As Tasigo Hotel, our management approach is to realize the product, service design and planning beyond our corporate values and the guest expectations and needs, through activities that comply with the laws, protect natural life and observe global sustainability, and to present it in a high-quality and safe manner. Ensuring guest satisfaction is the basis of our business cycle, as we the individual is at the center.

We listen to the opinions, demands and wishes of our guests and take action to fulfill them. We measure, evaluate and provide feedback on guest satisfaction, and improve our activities in the light of incoming data. We communicate with our guests in an honest, transparent, positive, respectful and professional manner.

Our hotel provides information about our products and services, our activities, the protection of personal data such as guest privacy and security measures, and we undertake that their personal data and health are guaranteed during the stay.



RELATIONSHIPS WITH THE ENVIRONMENT

Environmental protection is one of our company's strategic goals. We guarantee that we strictly adhere to the laws and regulations in force in order to minimize the pollution caused by our activities and to use natural resources economically within the scope of global sustainability, especially the natural environment around our hotel area.

All materials used in the construction, including the design of our building, are environmentally friendly, and we make sure that the equipment and systems we use in our processes are environmentally sensitive as we prefer to work with environmentally-friendly companies. We take it upon ourselves to raise awareness about environmental sustainability by encouraging the implementation of environmentally-aware behaviors among our stakeholders.

Energy, water and waste management is carried out in our hotel. Consumption is monitored and action is taken for sustainable use by analysing data and researching innovative and effective solutions. All activities and improvements we undertake with consideration to the environment are shared with all our stakeholders to increase awareness.



RELATIONS WITH LOCAL AND NATIONAL ORGANIZATIONS

We cooperate with national, international and local authorities and associations such as non-governmental organizations in order to provide added value to the lands we belong to, our country, and to share the resources and information we have gained as a result of our services.

Most Tasigo Hotel employees, suppliers and subcontractors are selected from institutions located in the hotel settlement area, in support of regional development.

Our company attaches importance to the development and protection of the environmental, historical, artistic and cultural fields. It is among the basic principles of our ongoing management approach to support citizens who are willing to participate in cultural and sports activities, in accordance with transparent and accountable procedures without considering corporate interest, in order to contribute to human and natural life within the scope of social responsibility.

- ЭТАЖ**
FLOOR G
- РЕСЕПШН
RECEPTION
 - НЕОН РЕСТОРАН
NEON RESTAURANT
 - ← ПЕРЕГОВОРНЫЕ
MEETING ROOMS
 - ← МАГАЗИН
SHOP
 - KAZAN PALACE
 - ← WC



SUPPLIER RELATIONSHIPS

Procurement of all kinds of goods and services used as input and source in our product and service creation processes is objectively evaluated within the scope of the relevant procedure by requesting offers from a few relevant companies in accordance with the principles of open competition. In supplier selection; the reliability of the company and its brand value, the price of the goods and services, the residence of the supplier, the environmental and quality certificates of the product and the supplier organization, and the existence of sustainability certificates are the main considerations.

A transparent, fair, consistent, honest and trust-based approach is maintained in communication with procurement and subcontractor companies, as is the case with all our stakeholders. Mutual benefit is pursued in our relations with our stakeholders, and commercial agreements are managed on the basis of confidentiality in line with the mutual benefits of institutions. All information and data of each institution we work with are protected and kept on the basis of confidentiality. We undertake to use such information only after obtaining the consent of the applicable law or, in any case, the relevant party.

After the content of the products and services to be used are defined in the relevant documents in order to ensure that the products and services are of quality and in desired conditions, a request is made with the companies to meet these conditions and the contract is made according to these conditions. The timely delivery and continuity of the goods and services in the requested criteria are monitored in the acceptance controls. Inspections of the firm with the supplied product and service are carried out periodically and based on the result of the audit, the company is classified as a reliable and approved supplier.



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