

TASIGO



SUSTAINABILITY REPORT

KAZAN PALACE &
NEO KAZAN PALACE
BY TASIGO

2023

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EDITORIAL POLICY

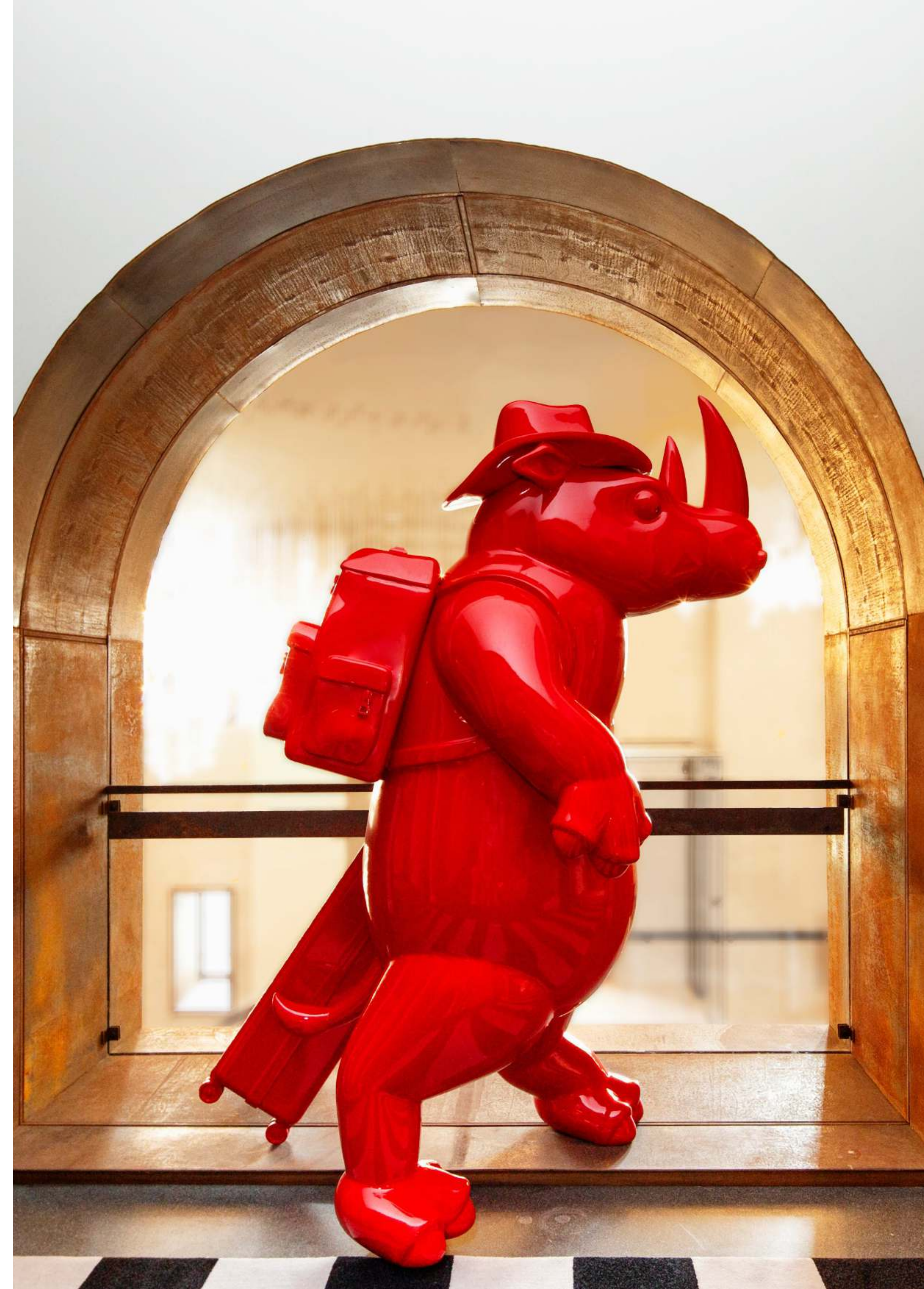
This report is written for two TASIGO hotels based in Kazan, Russia - Kazan Palace by TASIGO and Neo Kazan Palace by TASIGO. This Report reflects information and performance data for the year 2023 unless otherwise indicated. Financial metrics are reported in Russian Rubles. Please note that information contained in this Report does not constitute a guarantee, commitment, or promise concerning business activities, performance, or future results. Although certain external factors have impacted our progress in some areas, TASIGO remains focused on advancing our environmental, social, and governance (ESG) goals and initiatives. Standards of measurement and performance made about our environmental, social, governance, and other sustainability plans and goals may be based on protocols, processes, and assumptions that continue to evolve and are subject to change in the future, including due to the impact of future rulemaking.

This report has been written in reference to GRI Standards. Please see the GRI Content Index for an overview of the standards used.

Reporting period - 01/01/2023-31/12/2023

Frequency of sustainability reporting: once a year. The report uses drawings of children, wards of charitable foundations.

For more information on the content of this report, please contact GRI Communications at mtabarovskaya@kazanpalace.com





A WORD FROM OUR GENERAL MANAGER

As a modern and conscious company, we are interested in disclosing information about sustainable development to increase the information transparency of our activities.

One of the key principles of Kazan Palace by TASIGO is environmental and social responsibility. The hotel strives to minimize its carbon footprint by using energy-efficient technologies, recycling waste, creating a good working environment, and supporting social initiatives. The hotel is a great example of how a hospitality business can be committed to operating without harming the environment.

We are committed to operating our business sustainably and building a culture of sustainable hospitality. We strive to make it easier for our guests to book more sustainable hotels and widely inform them about our sustainable cases through all channels and social media.

We've experienced that the implementation of certain sustainable practices can be quite fast if it's done properly. But the ESG transformation itself can take years, and it is often difficult to cover all aspects and change business processes in a short time.

As a company, we pay attention to corporate social responsibility and we consider a tool for benefits in reputation improvement risk reduction, and better relationships with employees and stakeholders. Year after year, we expand and strengthen our ties with stakeholders, focusing our efforts on the development of high-quality supply chains, guests' satisfaction, and the growth of employee professionalism. In November 2023, the team at Kazan Palace by TASIGO organized a significant event focused on sustainable tourism. This gathering brought together hoteliers, suppliers, environmentalists, and representatives from public organizations, serving as a platform for sharing experiences and ideas about sustainable tourism development. The guests were able to get acquainted with best practices and technologies that contribute to the preservation of the environment and maintain a balance between the active development of tourism and the reasonable use of natural resources. Also, they understood the importance of social initiatives. I am delighted to work with individuals whose experience is highly valued among industry peers and whose knowledge has been gained through collaboration with professionals.

We view the hospitality industry as the endeavour of joyful individuals dedicated to enhancing the happiness of others. Hospitality is centered around the client, with the guest at the heart of the entire model. Additionally, a hotel's operation impacts various aspects of life in its location. Kazan Palace by TASIGO and NEO are city hotels situated in the center of Kazan. Since their opening, the company has strived to integrate these hotels into the urban fabric as seamlessly as possible, transforming them into comfortable public spaces for residents. Undoubtedly, our openness to innovative ideas, team engagement, high guest satisfaction, and the aspiration to meet international hospitality standards inspire us toward further sustainable growth.

SEVDA MUSAYEVA

General Manager Kazan Palace by TASIGO & Neo hotels & Director for hospitality and tourism TASIGO

THIS IS TASIGO

TASIGO, a young hotel brand, recently celebrated its 5th anniversary. The brand is represented in Russia by two establishments: the 5-star Kazan Palace by TASIGO and the 4-star NEO Kazan Palace by TASIGO. This boutique network offers unique accommodations in both the high and mid-market segments, catering to both leisure and business travellers. The TASIGO services are delivered by a passionate team dedicated to creating exceptional hotel experiences for every guest.

The 5-star Kazan Palace by TASIGO is housed in a historic Art Nouveau building dating back to 1910. It features 66 rooms across various categories, ranging from comfortable standard rooms to a luxurious presidential suite with a jacuzzi. The hotel combines sophisticated modern design with the warmth of home, ensuring impeccable service.

The 4-star NEO Kazan Palace by TASIGO is located in a modern, well-equipped building and offers 96 elegant rooms designed for relaxation and work. The interiors use natural materials, an abundance of plants, and natural colours, creating a harmonious connection with nature.

TASIGO began its operations in Kazan five years ago. Having marked this milestone, we can reflect on our achievements and appreciate the efforts of our team, which consists not just of professionals, but of loyal, like-minded individuals. Many team members joined at the inception and continue to contribute to our success.



Kazan Palace by TASIGO ★ ★ ★ ★ ★



NEO Kazan Palace by TASIGO ★ ★ ★ ★

ACTIVITIES TO DO IN TASIGO

Kazan Palace by TASIGO and NEO Kazan Palace by TASIGO - two hotels located in the historical part of the city. 4- and 5-star hotels are created in different styles, giving a feeling of a different atmosphere, but connected by a winter garden, they also make it possible to move from one building to another and use the entire facilities.

Each hotel has its comfortable breakfast with a variety of dishes and the best culinary combinations.

TASIGO hotels in KAZAN offer four different restaurants. Kazanda Lounge - cozy area, with a warm fireplace, a glass roof with a panoramic view, and unique sculptures. Here chef offers famous dishes of various international cuisines. Sakura by TASIGO The restaurant is a harmonious combination of Pan-Asian cuisine and Middle Eastern culinary traditions. Event Hall by TASIGO Jazz concerts take place in the perfect atmosphere of the music hall. Palace bar - a two-storey bar with a stage. Kazan Palace by TASIGO and NEO Kazan Palace by TASIGO can host any event – from a business breakfast behind closed doors to a major conference, a gala dinner, or a luxurious wedding. Depending on the event, the number of participants, and its significance, you can choose one of five meeting rooms.

GO Spa & Fitness offers a pool, gym, saunas, Turkish hammam, and areas for spa treatments.

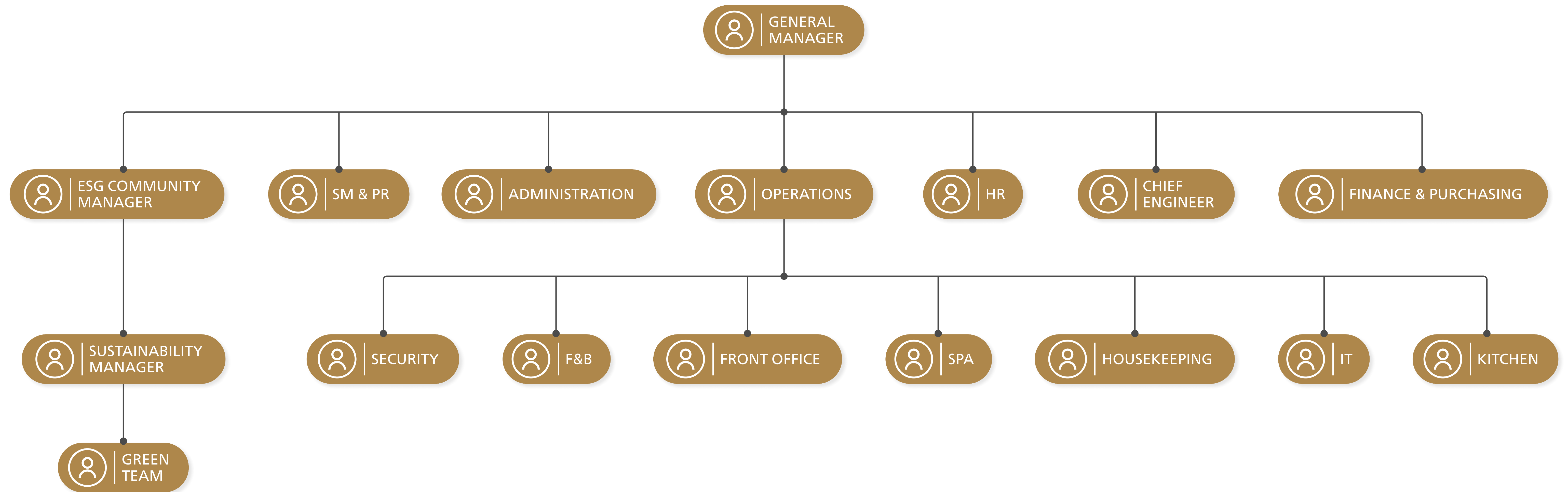
GO Yoga is a quiet place for ideal place for spiritual development practices to train the body and mind.

The gallery connecting the buildings of two TASIGO hotels has the Museum that has become the memory and cultural heritage of an amazing place. Here guests may find not only artifacts but visit art exhibitions.



COMPANY STRUCTURE

The management of sustainability within the company is structured around a clear hierarchy and reporting system. The highest governing body is the General Manager, who appoints senior executives responsible for overseeing the organization's impact on the economy, environment, and society. The key senior executives involved in sustainability reporting include:





Employees provide monthly updates to these senior executives. In turn, every two weeks, the senior executives report and discuss their findings with the highest governing body, ensuring a continual review of the organization's sustainable practices.

Most environmentally active employees have teamed up to create a Green Team. This community represents a concentration of eco ambassadors from all departments. The Green Team gets together once a month and discusses the most urgent issues of sustainable hospitality and tourism, gives feedback, and shares ideas and problems faced by employees.

Typically, the highest governing body delegates the responsibility of managing these impacts to senior executives who have the necessary expertise and authority. These roles may include positions like the Chief Sustainability Officer or Chief Corporate Responsibility Officer, each tasked with specific aspects of sustainable development and corporate social responsibility.



SUSTAINABILITY MANAGEMENT

COMMITMENT TO SUSTAINABLE DEVELOPMENT

Commitment to sustainable development involves dedicating resources, effort, and innovation towards achieving economic growth, social inclusion, and environmental protection in a balanced way that preserves resources for future generations. This commitment encompasses responsible decision-making and actions that prioritize long-term benefits, aiming to address global challenges such as climate change, poverty, and inequality.

For now, TASIGO is in a transitional stage, from the average systematization of ESG processes to the consolidation of leadership positions, when we are immersed in a complex transformation. We initially chose a mixed path of development, at the early stages of implementing initiatives in the field of sustainable tourism, a team of like-minded people, representatives from key departments, was created in the company. This usually happens at a later stage, but the TASIGO Green Team began its activity immediately after receiving the first Green Globe certificate in 2021.

Sustainability has always been an important focus for hotel management. Since the opening of the first hotel in Russia, Kazan Palace by TASIGO, it has been a pleasure to make decisions about the implementation of operational processes through the prism of ESG, guided by the basic principles. Today, sustainability lies at the core of the company's business strategy, and its values. It comes from the owners and general manager but is embodied in all departments and levels of business structure.

The General Manager continues to play a major role in decision-making in the field of sustainable development. For five years, the topic of sustainability became a responsibility for a department consisting of the head of the department of sustainable development, with the functions of ESG and eco-manager. This team is engaged not only in the implementation of sustainable projects but also conducting educational work with staff and developing communication policies with guests.



OUR SUSTAINABILITY VISION

TASIGO is an international but young small and extremely localized brand whose vision for sustainable hospitality is to lead the industry in providing exceptional guest experiences while minimising our ecological footprint and maximizing positive impacts on local communities. We strive to integrate sustainable practices in every aspect of our operations, from energy efficiency and waste reduction to community engagement and cultural preservation. By fostering innovation, collaboration, and continuous improvement, we aim to set new standards for responsible hospitality that inspire and benefit both guests and destinations. Our ultimate goal is to create a thriving and resilient industry that contributes to a more sustainable and equitable world.

This vision emphasizes the holistic approach of sustainable hospitality, focusing on environmental stewardship, community engagement, and innovation as key pillars for achieving long-term success in the industry.



SUSTAINABILITY STRATEGY

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.





STAY IN HARMONY WITH BUSINESS

involves aligning our actions and decisions with the goals and values of the company. It means understanding and supporting the overall mission and vision while contributing positively to its success.



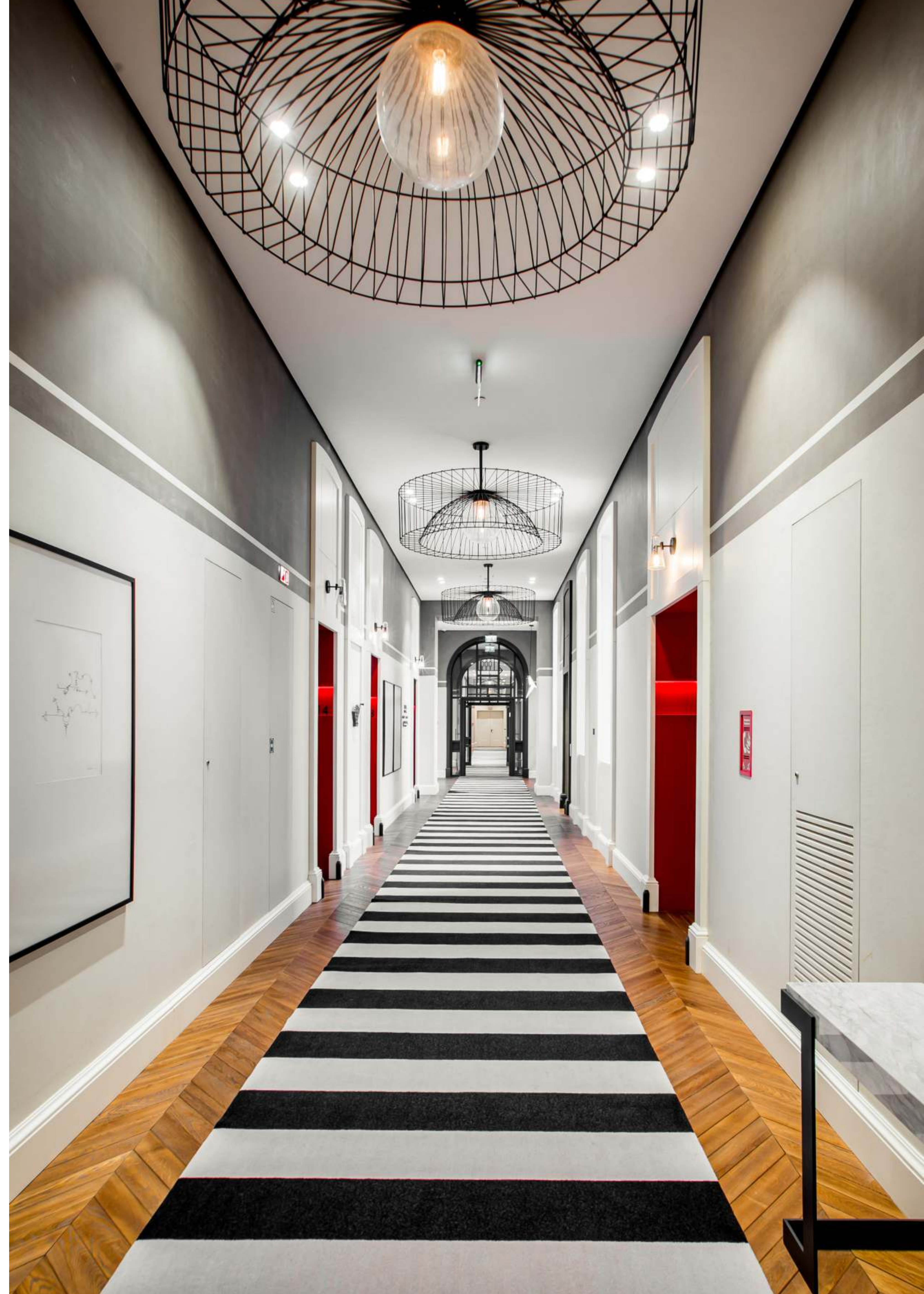
STAY IN HARMONY WITH PEOPLE

means — maintaining harmony with colleagues, clients, and local communities for effective collaboration. We communicate openly, listen actively, show respect for diverse perspectives, and be considerate of others' needs and ideas. Corporate and social responsibility, the formation of transparent relations with all business participants, and support for social projects in the region are important components of harmonious relations with employees and all stakeholders.



STAY IN HARMONY WITH THE PLANET

means living in balance with nature and minimizing our impact on the environment. It involves adopting sustainable practices like reducing waste, conserving resources, and supporting biodiversity. Making small changes in our daily lives, like using reusable items, reducing energy consumption, and supporting eco-friendly products, can collectively make a big difference



TASIGO'S STATEMENT ON SUSTAINABLE DEVELOPMENT

A statement on sustainable development in hospitality and tourism should emphasize a commitment to balancing economic growth with environmental protection and social responsibility.

TASIGO underscores the importance of:

- **Environmental Stewardship:** Implementing practices that minimize resource consumption, reduce waste, and preserve natural habitats and biodiversity.
- **Community Engagement:** Supporting local communities through job creation, cultural preservation, and collaboration on development projects.
- **Cultural Respect:** Promoting and preserving local cultures, traditions, and heritage while fostering cross-cultural understanding.
- **Economic Viability:** Encouraging responsible business practices that contribute to long-term economic benefits for communities and stakeholders.
- **Education and Awareness:** Raising awareness among tourists, employees, and stakeholders about sustainable practices and their importance.
- **Innovation and Technology:** Embracing innovations that enhance sustainability, such as green technologies and sustainable design.



OUR STEPS TOWARD SUSTAINABILITY

TASIGO implements several steps to embrace sustainable hospitality practices.

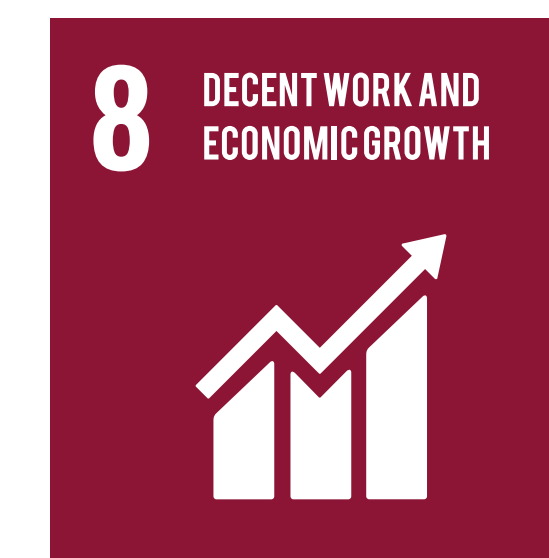
- | | |
|--|---|
| 1 ENERGY EFFICIENCY  | 7 STAFF TRAINING  |
| 2 WATER CONSERVATION  | 8 GUEST EDUCATION  |
| 3 WASTE MANAGEMENT  | 9 GREEN CERTIFICATIONS  |
| 4 LOCAL SOURCING  | 10 REDUCE CHEMICAL USAGE  |
| 5 GREEN BUILDING  | 11 TRANSPORTATION OPTIONS  |
| 6 COMMUNITY ENGAGEMENT  | 12 NATURE CONSERVATION  |



TASIGO'S CONTRIBUTION TO SUSTAINABLE DEVELOPMENT GOALS

Following our goal to remain one of the leading companies in the field of sustainable tourism in the country, we continue to maintain the achieved goals and set new ones.

In previous years, our main goals were:



Having gained some experience in implementing sustainable initiatives in various areas, we decided to combine our efforts in achieving new goals (SDG)



AWARDS



Green Property Awards for the hotel



Headliner among young innovators of ESG



Green Property Awards for unique historical building



2023 HIGHLIGHTS

Kazan Palace by TASIGO and NEO by TASIGO



93%

Guest satisfaction



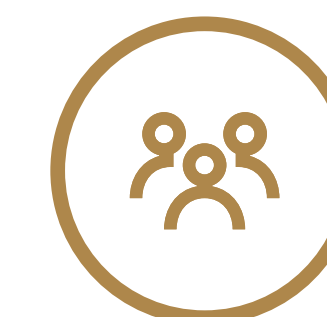
162

Total number of rooms



325

Staff members



93%

of employees are local



3

Awards



2

Certificates



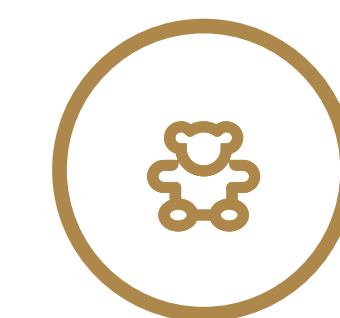
35 235

Occupied room nights



57 099

Number of guests



15

Charity projects



15 Conferences

Attended as speakers



1-st biggest

ESG conference in
Tatarstan held as host





IN HARMONY WITH PLANET



ENERGY MANAGEMENT



From working to integrate sustainability across hotel operations and design to supply chain responsibility, TASIGO is focused on reducing environmental impacts and mitigating climate risks

Energy management is a crucial aspect of hotel operations, as it not only helps to reduce operational costs but also contributes to environmental sustainability.

Energy management practices in TASIGO hotels:

- **Energy Audits:** We conduct regular energy audits to identify areas of high energy consumption and potential areas for improvement.
- **Building Management Systems (BMS):** We implemented BMS to centrally monitor and control various energy-consuming systems, such as HVAC, lighting, and water systems, allowing for efficient management and optimized performance.
- **Lighting Efficiency:** We upgraded to energy-efficient lighting technologies, such as LED bulbs, to significantly reduce energy consumption for lighting.
- **HVAC Optimization:** We maintain HVAC systems, set efficient thermostat settings, and use energy recovery ventilation systems to reduce HVAC energy consumption.
- **Guest Engagement:** We involve guests in energy conservation efforts through education and incentives, encouraging them to adopt energy-saving practices like reusing towels.
- **Staff Training:** We provide regular training and awareness programs for hotel staff to help them understand the importance of energy conservation and adopt best practices in their daily operations.
- **Benchmarking and Monitoring:** We establish energy consumption benchmarks and regularly monitor energy usage to track progress, identify areas for improvement, and set achievable energy reduction targets.



ENERGY MANAGEMENT

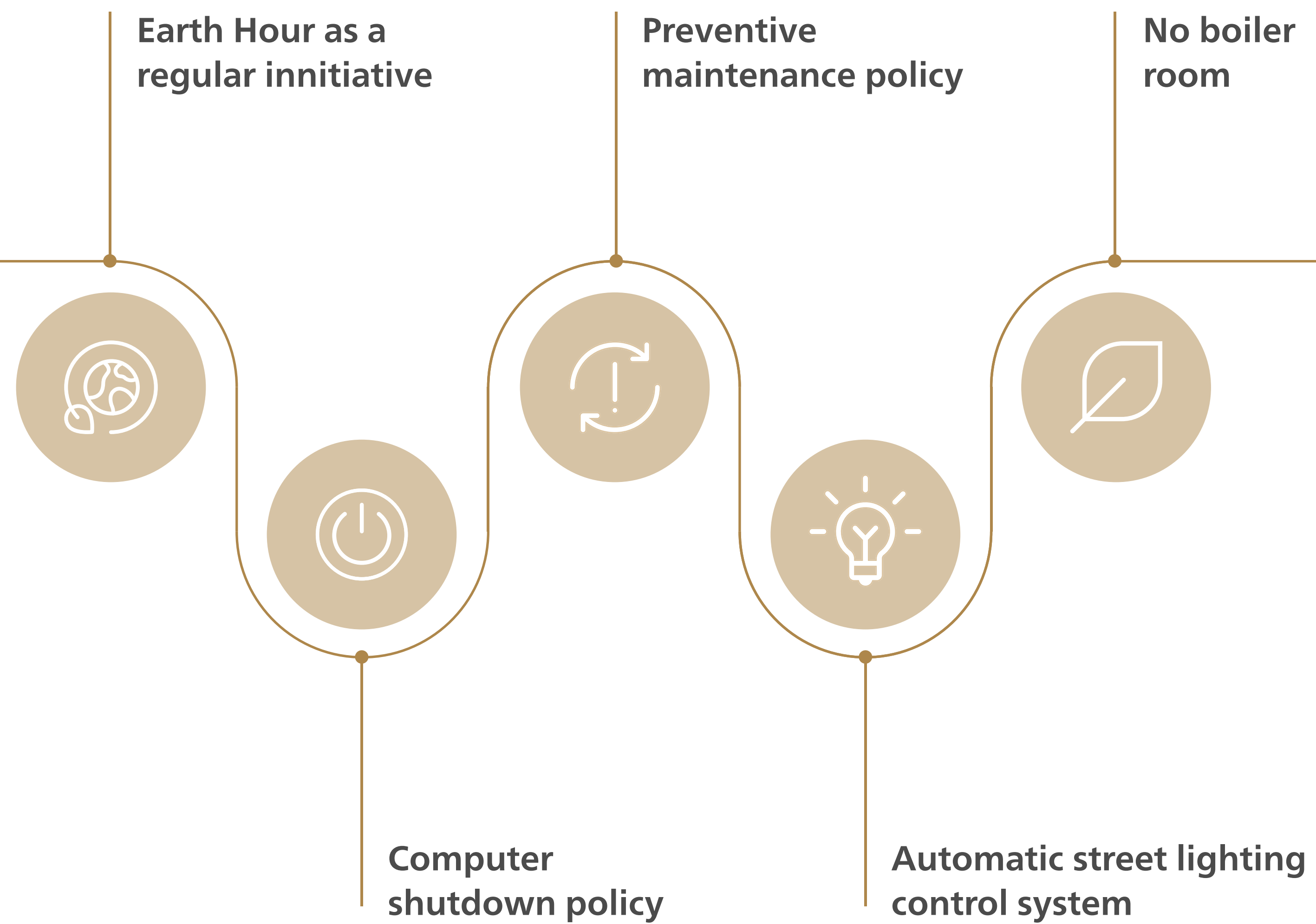
The window frames are equipped with glass with a low-emission coating. It allows it to reflect the received heat to the maximum, maintaining a comfortable temperature in the room. Large panoramic windows in the rooms not only add natural light but also save energy.

Heat is also used economically, thanks to its recovery system. During this process, the removed air transfers heat to the supply air in winter, and in summer, on the contrary, cools it.



ENERGY MANAGEMENT HIGHLIGHTS

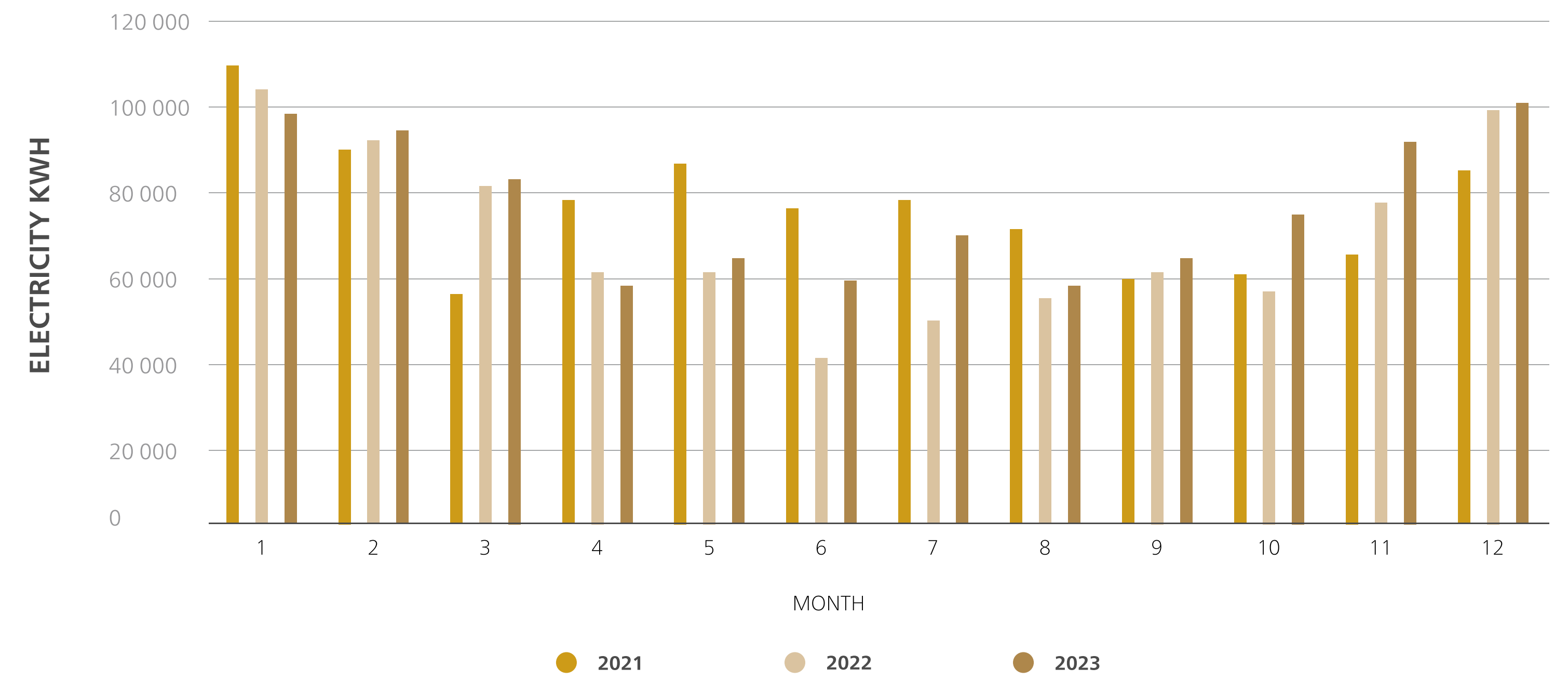
- 100% LED lights
- Lamps with motion sensors in utility areas, corridors, and stairs
- Heat and cool recovery
- Panoramic lighting and low-emission glass
- Energy-saving equipment
- Process automation (reduction of paper layout, conversion of most reports into electronic, use of laminated reports, writing and erasing with markers)



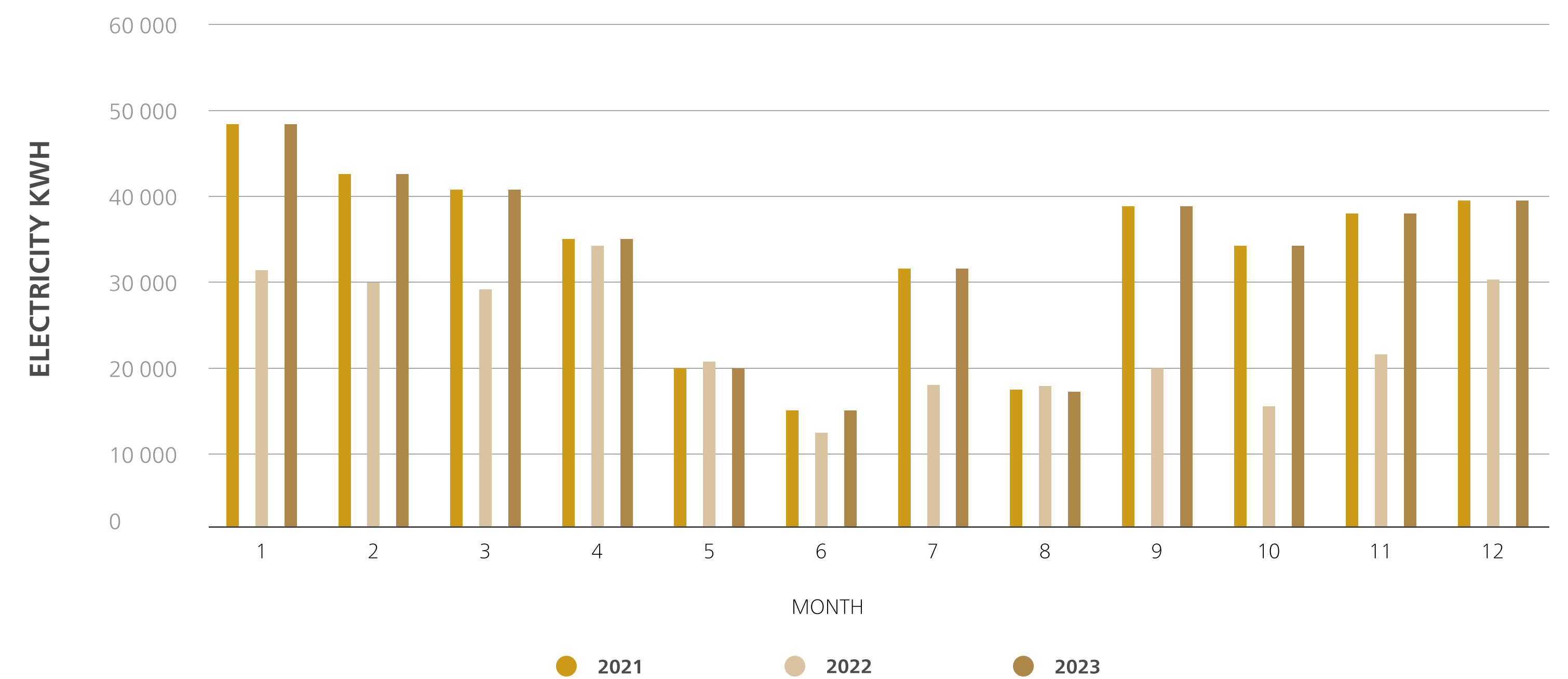


IN KAZAN PALACE BY TASIGO, ENERGY CONSUMPTION DECREASED BY 2% IN 2023 VS 2022

Energy Consumption Kazan Palace



Energy Consumption Kazan Neo



CLIMATE ACTION

Affordable and clean energy is crucial for environmental sustainability. Transitioning to clean energy sources is essential for combating climate change and reducing environmental degradation. Fossil fuels significantly contribute to air and water pollution, and their extraction can harm ecosystems.

Tourism is a major contributor to climate change, accounting for about 10% of total global GDP and approximately 8% of global greenhouse gas emissions. This is far more than many other industries. If each hotel makes a concerted effort to reduce its carbon emissions, the collective impact can be significant and far-reaching.

At Tasigo, we recognize our role in contributing to climate change and are committed to improving our practices. We already manage our energy use efficiently to minimize our footprint and raise awareness among our employees about the impacts of climate change. In 2023, we realized the importance of solar energy and made it our task to install solar panels to reduce CO₂ emissions and minimize environmental harm





MEASURING OUR IMPACT

To better understand our impact, we began measuring our carbon emissions. We analysed CO₂ emissions per occupancy and event, finding that in 2023, the CO₂ emissions per room were 74,522 kg and per guest, 46,712 kg. We also started collecting data on business travel emissions and concluded that reducing these trips could significantly lower our carbon footprint. In 2023, business travel generated 9.79 tonnes of CO₂ emissions. By prioritizing attendance at important events, we aim to reduce our carbon emissions further.

Scope 2 – Indirect Energy GHG Emissions: In 2023, our indirect energy GHG emissions, generated from the consumption of energy from external sources, amounted to 1315.7 tons. These calculations were carried out following the Order of the Ministry of Natural Resources and Ecology of the Russian Federation No. 300 dated June 30, 2015. The data is also verified by the international calculation system Initiative for Measuring Carbon Dioxide Emissions in Hotels (HCMI).

Scope 1 - We do not count Scope 1 emissions as we do not own a furnace, boiler house, or any other controlled sources.

Kazan Palace by TASIGO and NEO Kazan Palace by TASIGO are among the few hotels that keep detailed records of greenhouse gas emissions.

By adopting eco-friendly practices, Tasigo showcases its commitment to environmental sustainability. This can influence and inspire guests to make more sustainable choices during their travels, leading to a shift towards more environmentally conscious tourism practices, encouraging responsible travel, and reducing the overall impact of the tourism industry.



GOOD PRACTICE

TASIGO is gradually developing the digital infrastructure, working in this direction not only with employees but also with guests. A green office goes beyond the potted plants and even vertical gardens. It's an intentional blending of environmentally friendly offices that benefits both employees and the planet. We use the Green Office system expanding basic characteristics as:

- Energy Efficiency
- Waste Reduction
- Sustainable Procurement
- Water Conservation
- Reduce paper

Every sustainable case we practice in the hotel first gets approved in the office. We are also actively implementing automated monitoring systems that provide operational control over all processes and help reduce resource consumption, reduce waste generation, and make the daily operation of the hotel more environmentally friendly.

GOOD PRACTICE

GREEN OFFICE

Optimization of business processes is one of the tools for the sustainable development of the company.

The use of digital document management methods helps to reduce errors and reduces the cost of consumables. The policy of saving paper media applies to all departments of the company. There is an increase in electronic document management with customers, which amounts to almost 95%. The share of digital document management with suppliers is still growing — only 30%. The signing of documents is carried out through the following systems: Dyadok and SBES.

The restaurant operates on a sales management system that allows to create, printing, and make payments using guest checks as simply and quickly as possible, which significantly speeds up the transfer of information and optimizes the operational work of employees.



WATER MANAGEMENT

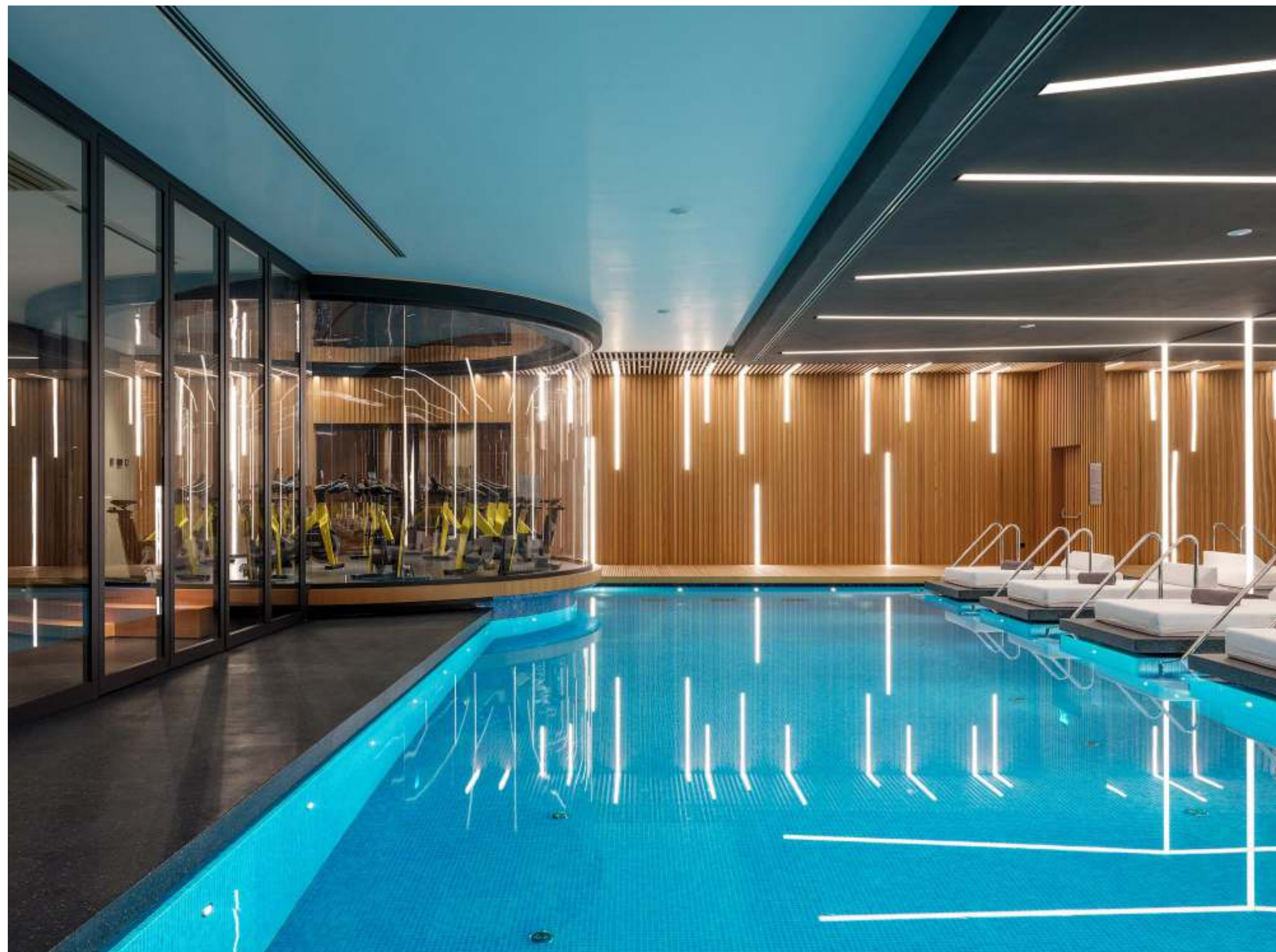
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CLEAN WATER
AND SANITATION



Water management is a critical aspect of sustainable operations for hotels, as the hospitality industry is a significant consumer of water resources. Effective water management strategies can help hotels reduce their environmental impact, conserve precious water supplies, and achieve cost savings.

Having survived COVID-19, the hospitality industry has taken a fresh look at the possible risks and costs associated with epidemics. The quality of water and the degree of its purification will always be an important element in providing high-quality services. Water in hotels undergoes multi-stage purification, entering the room through aerators, which significantly saves water resources.





WATER MANAGEMENT HIGHLIGHTS

Technological Innovations

- We have implemented low-flow faucets, toilets, and showerheads across all our facilities to minimize water waste. Each faucet is equipped with an aerator, which allows you to save up to 40% of water consumption
- Our facilities use water-efficient appliances like dishwashers and washing machines that are designed to use less water per cycle.
- Our operations team regularly inspects all plumbing for leaks and promptly repairs any issues to prevent water loss.
- Daily monitoring of water consumption has been introduced.
- We installed a computer program to adjust the watering time of plants. A control computer is installed for watering each plant in the lobby and restaurants, which sets the time for turning on and off the water supply.

Employee, Guests and Community Engagement:

- We provide comprehensive training to all employees on water conservation best practices within our facilities and their households.
- We run awareness campaigns and contests to incentivize our staff to adopt water-saving habits.

REDUCING WATER CONSUMPTION



The latest water supply and sewerage system



Monitoring of water consumption by modern meters



Salt water treatment



Automatic water analysis and alkaine balance control



Hot water circulation system, own laundry room



Liquid dosing system

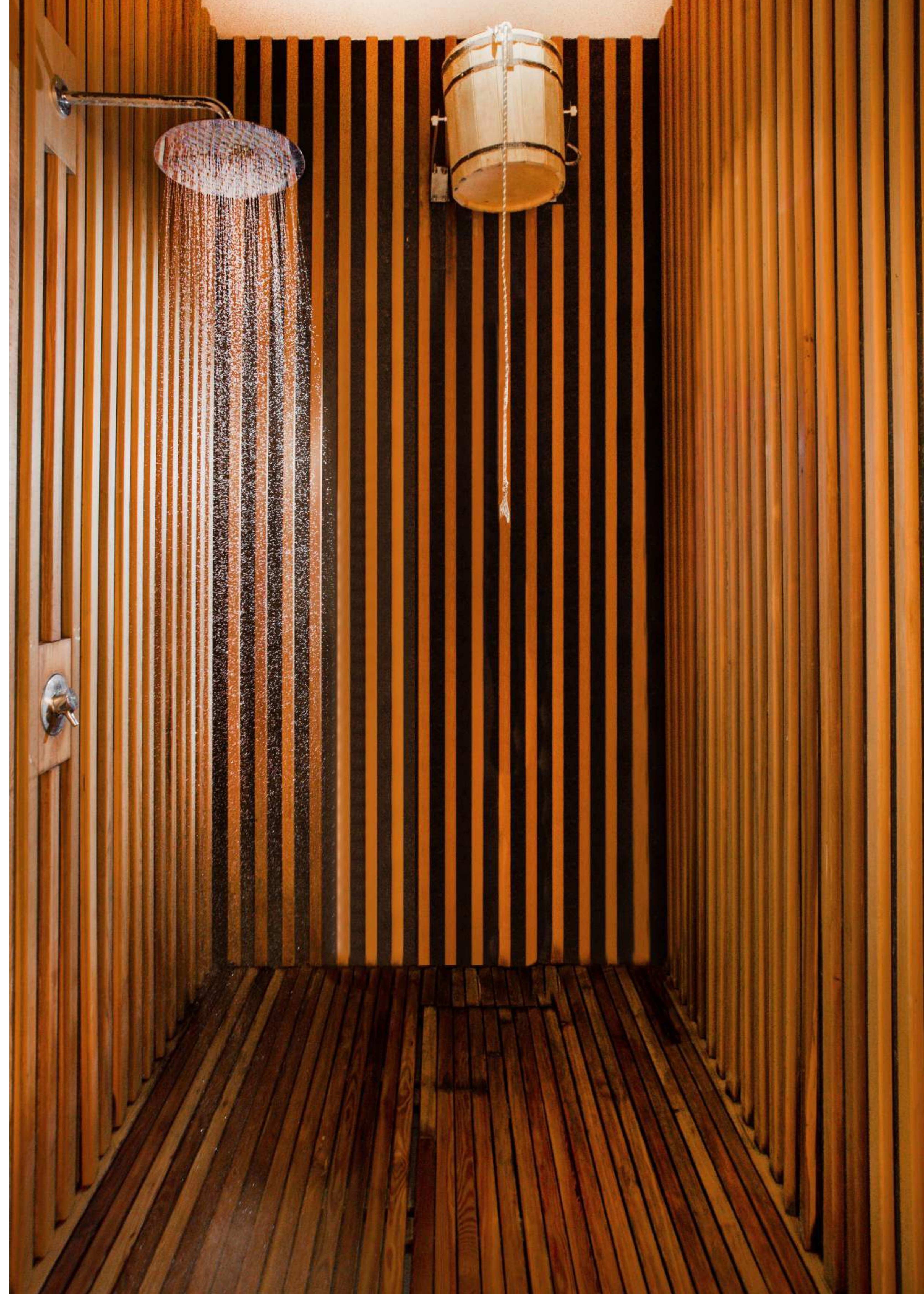


Certified detergents



Cora balls

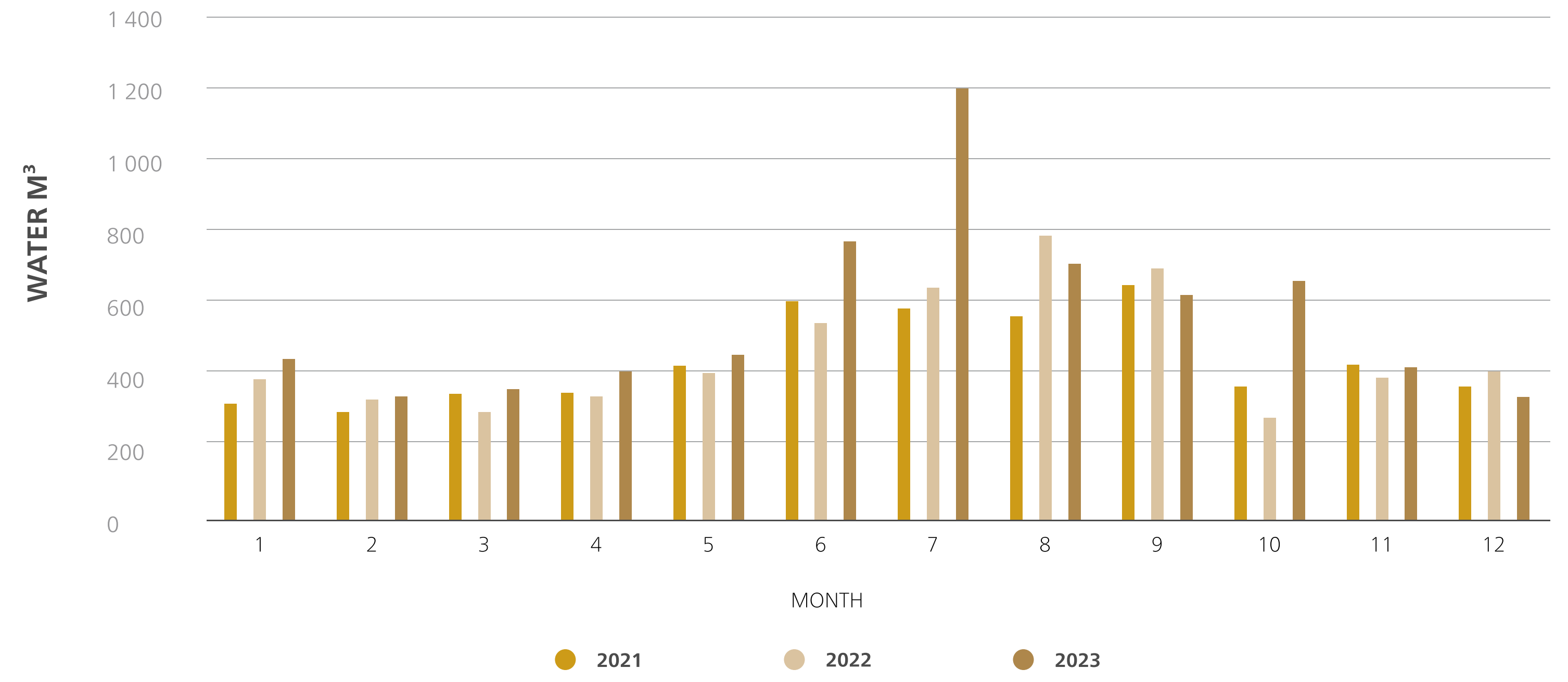
Prevent 31% of microfiber pollution from washing machines, both by tangling lost fibers before they can escape AND by reducing shedding off our clothes in the first place



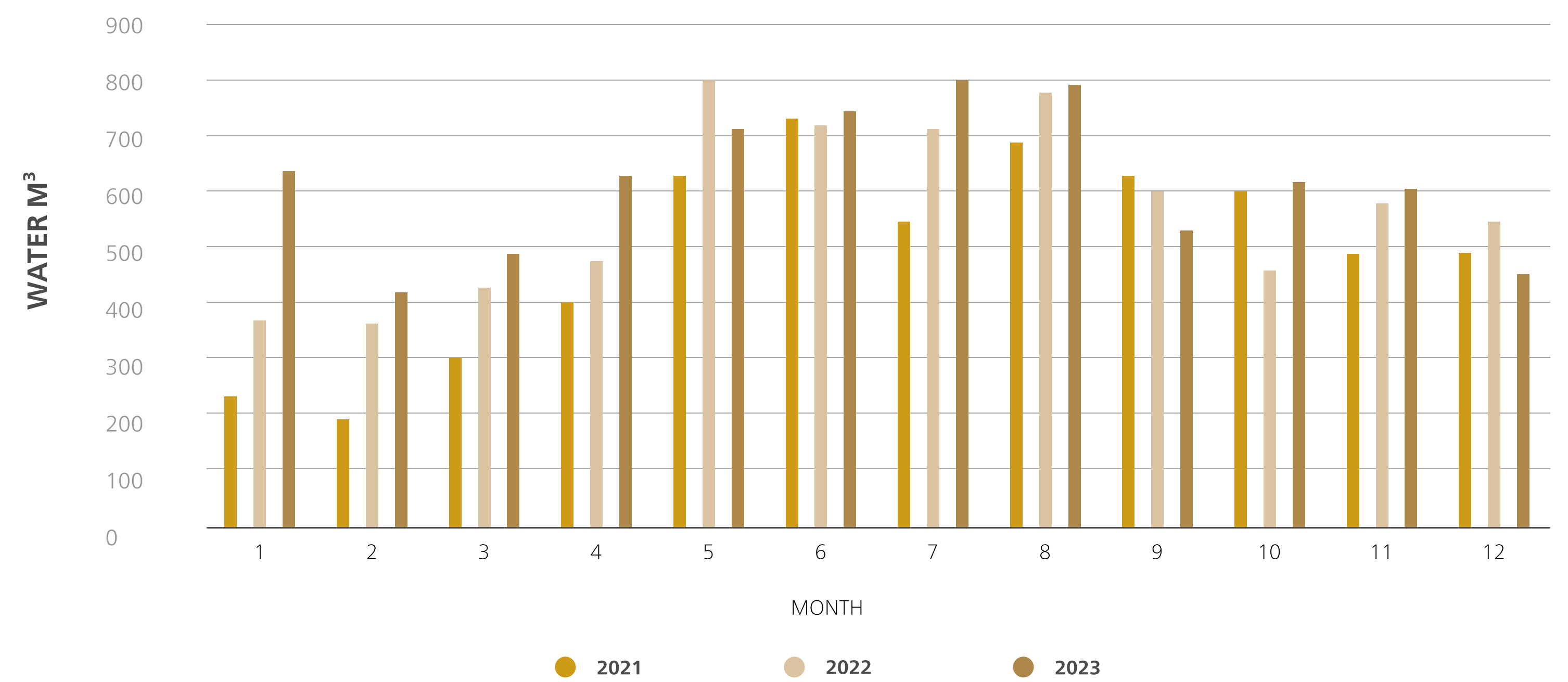
WATER MANAGEMENT



Water Consumption Kazan Palace



Water Consumption Neo



GOOD PRACTICE



GREEN PACKAGE

TASIGO Hotels are aware of our negative impact on the environment. The team strives to reduce in every possible way, without compromising the high quality of services. Using the 15% Green Package discount each guest helps to conserve resources and reduce carbon footprint.

There is a special 15% discount for accommodation under the following conditions:

- Minimum stay of three nights
- Light cleaning only will be carried out in the room - the bed is carefully made, garbage is taken out
- In case of a guest staying for more than 3 nights, light wet cleaning and change of towels is carried out every 3rd day
- Wet cleaning with a change of bed linen, towels and bathrobes is performed every 3rd day
- The tea and coffee set and water are updated daily.

On average one room takes 10 kg of textiles.
It takes 2.13 kW of electricity and 16.6 liters of water to wash 1 kg of laundry.

SAVINGS IN 2023

ENERGY

67968.3 KW

WATER CONSUMPTION

529,706 M³



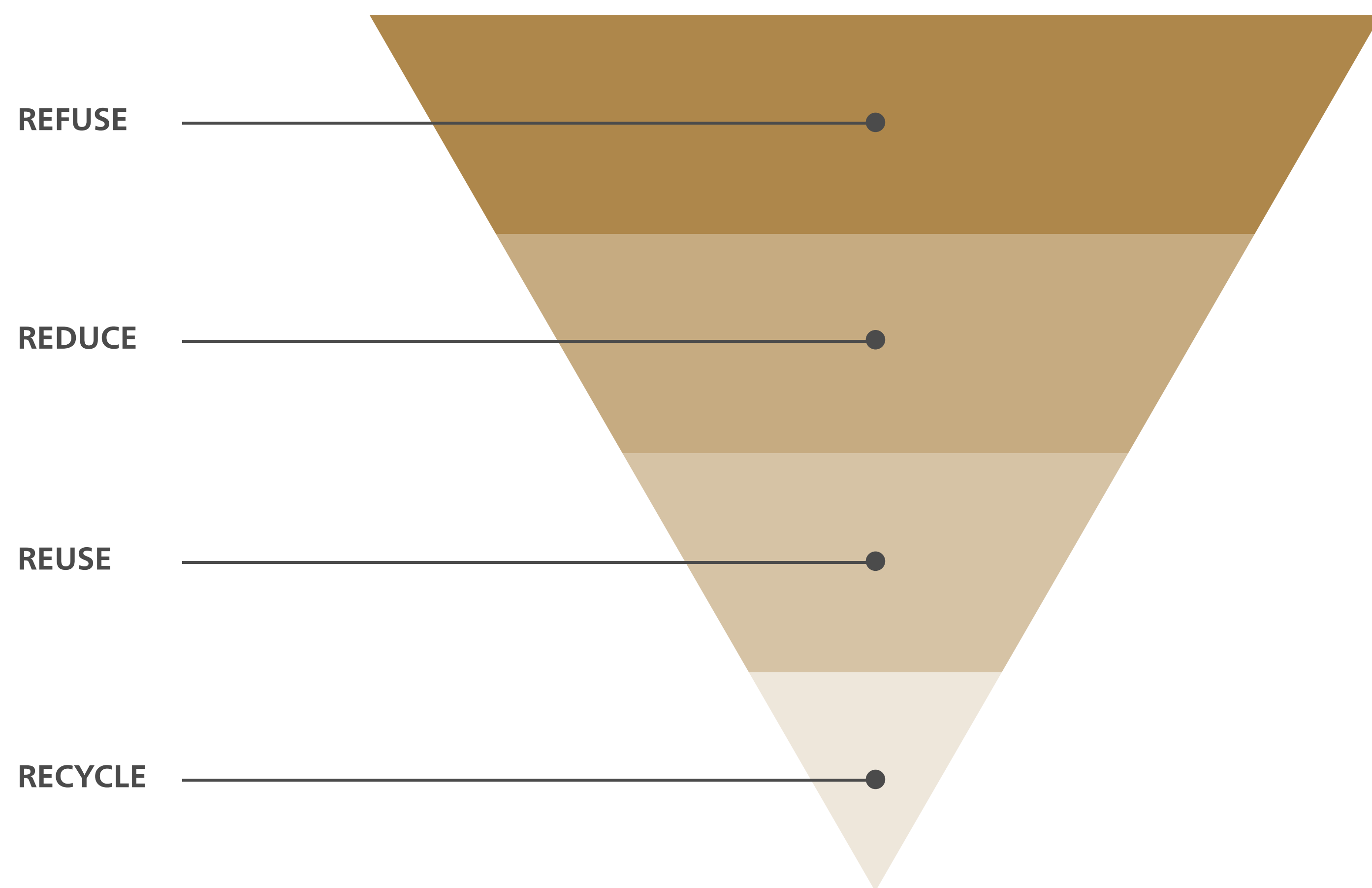
WASTE MANAGEMENT



We try to reduce the amount of waste in all operational processes. Reducing waste helps cut down on the amount of rubbish sent to landfill sites. This uses valuable space and has a negative environmental impact. Especially focusing on reducing food waste in the hospitality sector can help lower greenhouse gas emissions that contribute to global warming.

Waste sorting is important, recycling is great but reducing is the top one.

Waste management pyramid



REUSABLE AND RECYCLED ITEMS IMPLEMENTED IN TASIGO



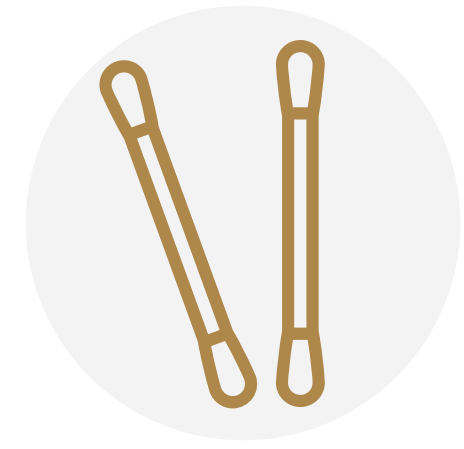
Waste separation in rooms, rejection of plastic garbage bags



Water in glass bottles



Glass tumbler



Hygiene kits on request



Reusable laundry bags



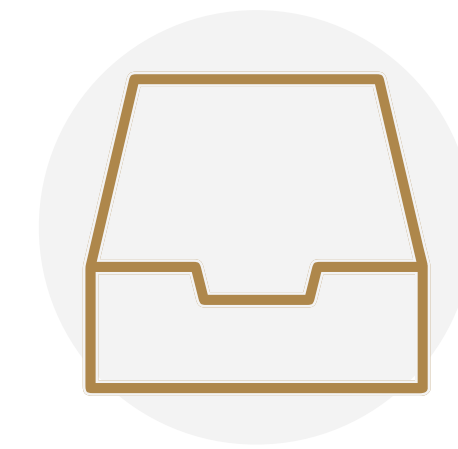
Dispensers instead of plastic bottles



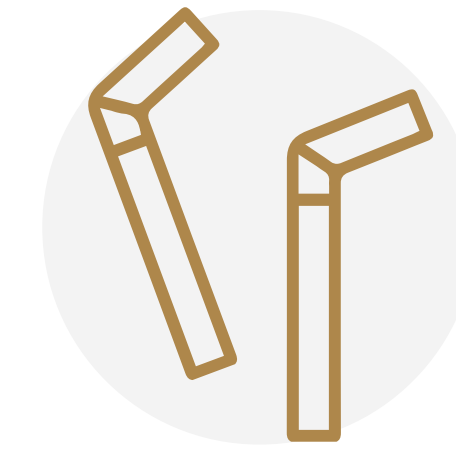
Tea bags without microplastic content



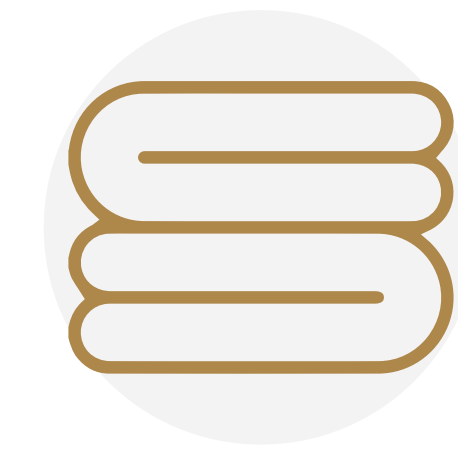
Wooden cube with QR-code used for information instead of paper



Ceramic trays in the rooms instead of plastic coasters



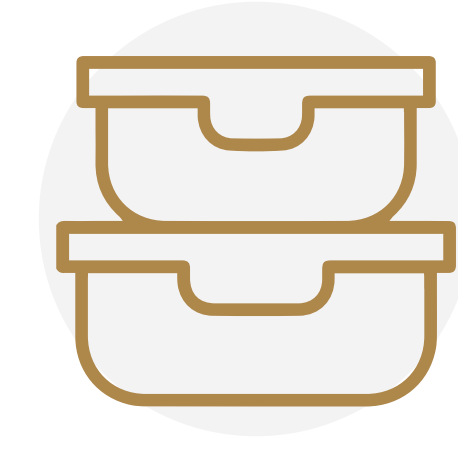
Metal drinking straws instead of plastic and paper ones



Towels in the kitchen instead of paper ones



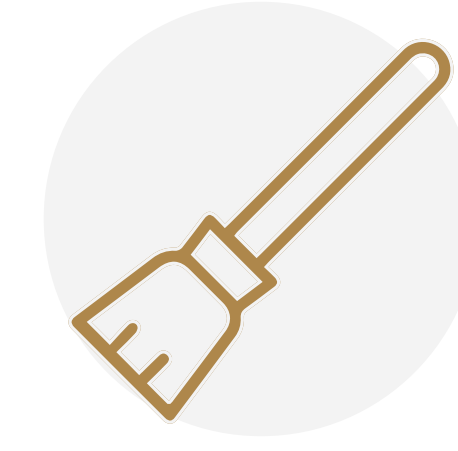
Glasses at the spa



Containers in the kitchen



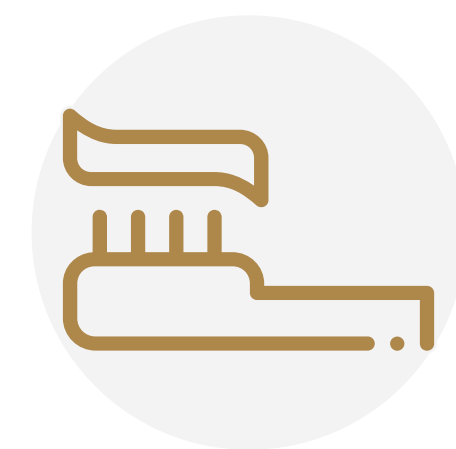
Shoe covers in the kitchen



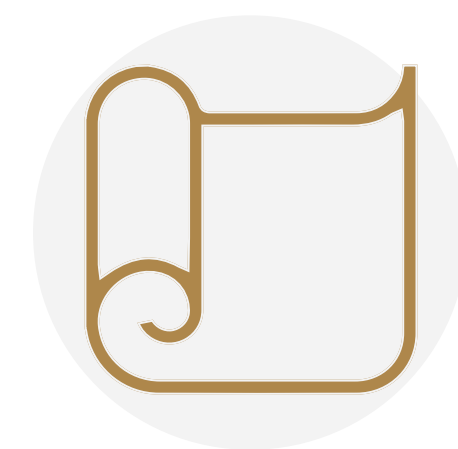
Coffee machine cleaning brush



Paper holders for slippers instead of a plastic bag



Bamboo toothbrushes instead of plastic ones



Silicone mats in a pastry

WASTE MANAGEMENT

1. Refuse. The gradual abandonment of numerous similar products forms a habit of conscious consumption.

Reduction or preventing waste generation as much as possible are key tools. The approach to using disposable plastic items has been completely revised. As a result, we managed to eliminate disposable plastic items in guest-faced areas, in public spaces, and in the kitchen, where disposable items are especially common, due to hygiene. But even for them, high-quality hygienic reusable alternatives were found.

2. Reduce — working with suppliers to reduce waste, reducing food waste, reducing paper use, etc

After we abandoned single-use plastic items, we were looking for suppliers who were willing to search for new decisions. Typical sugar sticks for the breakfast buffet line before were in plastic, but now come as cubes wrapped in paper.

3. Reuse — selling staff, giving to charity

In 2023 we began to collect wooden boxes and put them into second use at the bakery. As well as handing out jam jars left from the buffet line to staff for personal needs. Egg trays and used flowers from the rooms and lobby are passed to the project that crafts postcards and vases made of recycled paper. All food containers remaining in the kitchen are passed to the charity canteen from the Human Shelter Foundation to pack food for those in need.



Candle wax was given away for the re-manufacture of candles.

We gave the broken dishes to the residents of the city to restore the kitchen apron.

Flour bags were passed for secondary use, plastic spice packages for a second use, foam, and polypropylene boxes were given for seedlings, and canvas stretchers were given to people for new canvases.

4. Recycle — waste sorting and giving to recycle

Waste sorting is one of the first initiatives launched at the hotel. At the very beginning of our journey in sorting, we began to separate three fractions — cardboard, glass, and plastic. The number of fractions grew, and in 2023 we sorted 17 different wastes, including 7 fractions of plastic. The ultimate goal is to create a company that has abandoned the use of disposable plastic in all areas of the hotel.



GOOD PRACTICE



ECONOMY AND ENVIRONMENTAL VALUE

Reusable metal straws instead of paper ones

Reusable plastic cups in spa and meetings

Brush for coffee machine cleaning makes an economy of 100 paper napkins per day

HSK got 2 bags for laundry uniform delivering, 5 bags for Sakura textile delivery, and kitchen tacks are

Brush for coffee machine cleaning makes an economy of 100 paper napkins per day in the process. We don't use 324 plastic bags per day

Beauty Travel Kits — cosmetics for sustainable travel are available in rooms and the showcase.

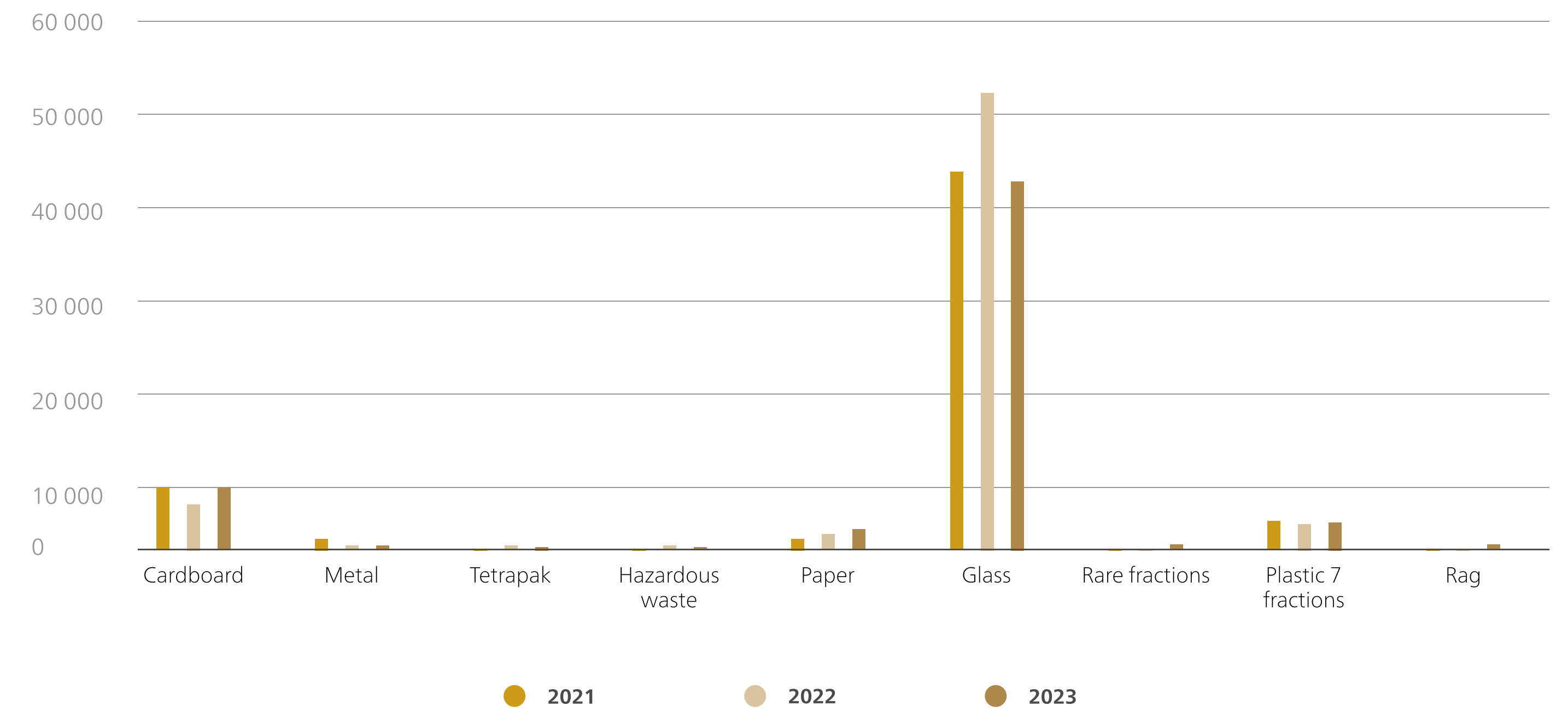
All products are plastic-free and made by local companies.

Upcycling decorations made of wine corks are available in rooms for newlywed







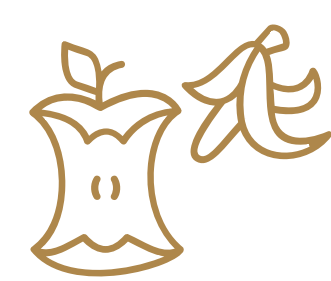





The dynamic of recycled waste in kg



The graph reflects the dynamics of the volume of fractions transferred for processing over three years, shows that there was a decline in cardboard and plastic in 2022, this is because the recyclable materials market changed in 2022.

 9892,8 kg cardboard	 411,8 kg metal	 1933,1 kg paper	 2892,4 kg plastic
 44600 kg glass	 158,8 kg rare fractions	 6902 kg food waste	 445,9 kg charity

TOTAL: 68,997 KG

Comparing with the same period in 2022, gigits has raised:

- Cardboard +21%
- Paper +12%
- Metal +8%
- Pet bottles +8%

IN HARMONY WITH PLANET

WASTE MANAGEMENT

We stepped up in waste management and emerged waste sorting for the rooms.

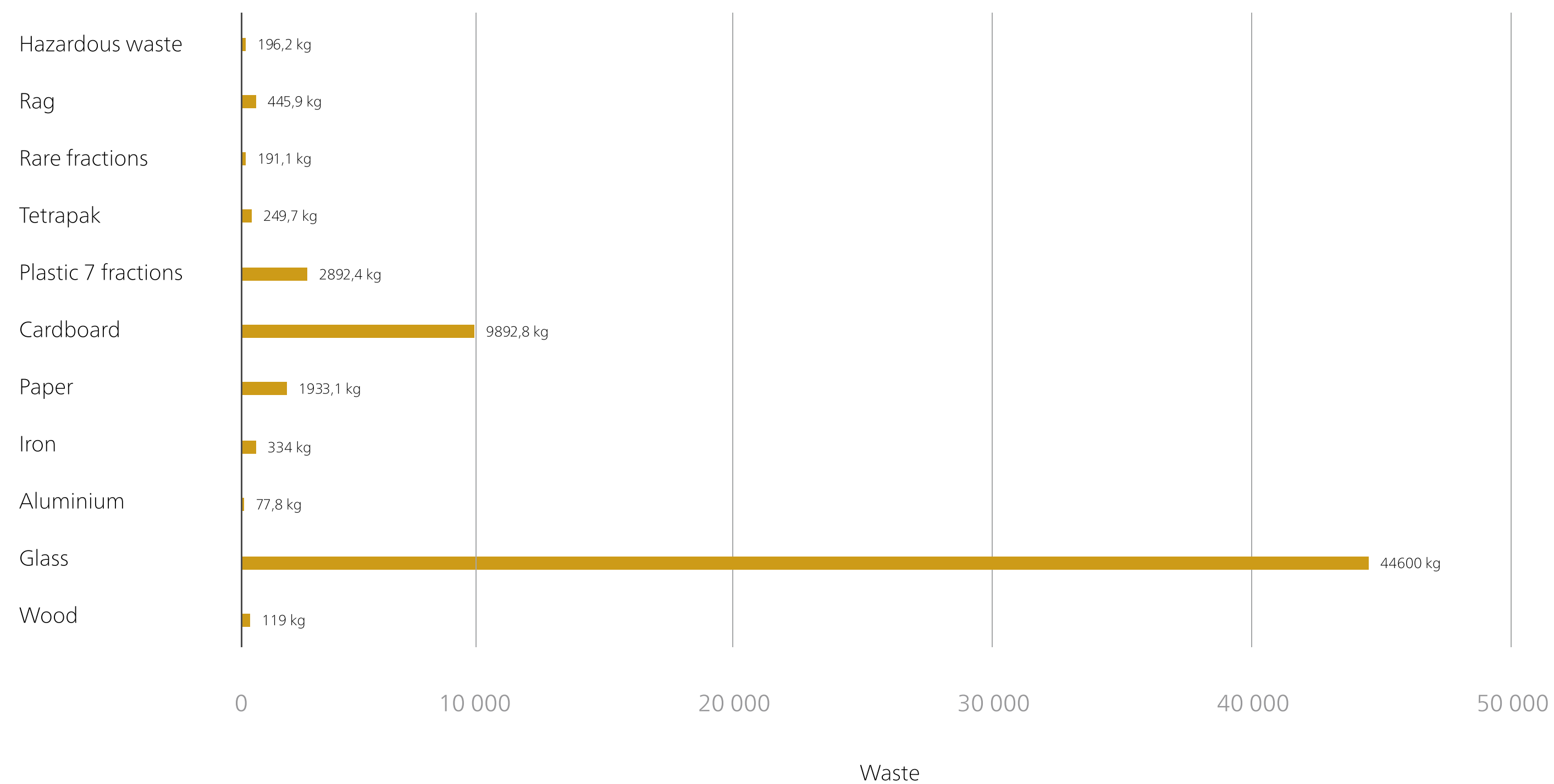
Disposable plastic is lightweight, convenient, and cheap. Giving up its use or finding suitable reusable alternatives is not an easy process. We have made the rejection of disposable items one of the priorities of our work and have achieved notable success.

In 2023, there is an increase in fractions such as paper, rags, and cardboard, and rare fractions such as toothbrushes, plastic cards, wires, filters, and slippers.

The graph reflecting waste monitoring for 2023 shows that most fractions delivered by TASIGO are glass, cardboard, plastic, and paper. The number of tetrapacks in 2023 is insignificant, as we are gradually abandoning this fraction in our work — in the future, we will observe a decline in this fraction.

If an item is sent to a landfill, those resources are lost forever. However, if it is recycled, they can be repurposed and given a new lease of life. TASIGO is trying not to lose but reuse.

Waste management monitoring



TASIGO IS REDUCING FOOD WASTE

Food waste, estimated

CANTEEN

76 GR PER PLATE

BUFFET BREAKFAST

41.7 GR PER PLATE

After deep research and a slightly changed breakfast menu, we reduced food waste per plate from 45,4 gr in 2022 to 41,7 gr in 2023



GOOD PRACTICE

- Purchase of oil in 5 liters cans
- Dispensers
- Using recycled containers of micro-greens
- In rooms use tablets made of recycled plastic to save resources. Made from plastic lids assembled at the hotel.
- Using tableted toothpaste of an eco-friendly composition of the Russian brand. Tableted toothpaste plastic-free, comes in paper packaging. Bamboo toothbrush is not only made of high-quality natural materials but also very durable, as guests often tell us.
- Switching to reusable plastic cups in the spa.
- The movement for Conscious consumption is gaining popularity, affecting, among others, the hospitality industry. Continuing zero-waste practices we expanded it not only a-la carte but also for events.



GOOD PRACTICE

- Another trend of conscious nutrition is associated with cutting sugar input and switching to gluten-free dishes, which often do not contain animal milk. Such alternative foods are presented at TASIGO breakfasts, including various sweeteners such as stevia and Jerusalem artichoke syrup, dairy-free and gluten-free cereals
- A clothing collection box SVALKA was placed in NEO. SVALKA box is an eco-project for common use by guests and employees. Wearable items only can be stored in the box. Some of the items are sent to needy people in a difficult situation, some things are recycled and subsequently appear in the form of new goods.
- Ensuring cleanliness and proper disposal of organic waste is an important step in preserving biodiversity. As a city hotel, we try to find opportunities to preserve forest diversity within the city. For this reason, a public composter for the disposal of organic waste was installed in one of the city parks. We maintain contact with park management and monitor waste. When city residents are provided with conditions for proper waste disposal, they stop throwing garbage around and become more interested and conscious about waste issues. This practice is being extended to other parks. Birds in parks do not eat waste human food, which is dangerous for them, even fatal. Such actions help preserve the biodiversity of the urban environment. During 9 months of operation of the composter, 1500 liters of organic waste were processed.
- We inform guests about our sustainability policy, including energy savings. Several times a year, the hotel hosts the Earth Hour Campaign, when we dim the lights in public spaces as much as possible. We also inform guests about this through social networks at the reception, explaining that such actions are related to our commitment to the reasonable consumption of resources.





IN HARMONY WITH PEOPLE



SIMPLE CHARITY

15%

of unused amenities donated to local charity

40%

of retired towels and linens used as rags or donated to a local charity or shelter

5%

bedspreads and clothes donated to local charity

20%

food donated to local shelters

19%

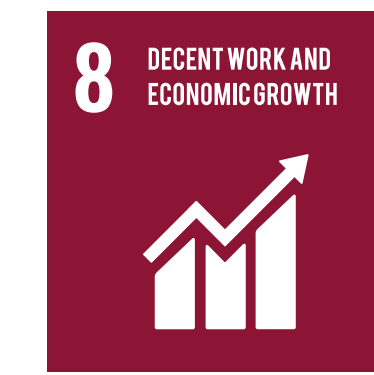
of slippers donated to local charity fund

1%

other



GOOD EMPLOYMENT



At TASIGO, we are fully committed to fostering a work environment that prioritizes the health, safety, and overall well-being of every employee. We firmly believe that employee well-being is not only crucial for individual happiness and fulfilment but also fundamental to the success and sustainability of the company as a whole. This commitment is woven into the fabric of our culture and guides our decisions and actions every day.

Creating and maintaining good working conditions involves a holistic approach that considers various interconnected elements to promote overall employee wellbeing. Our comprehensive approach has the following four components:

1 Physical Safety and Comfort:

- Ensure a safe and hazard-free workplace environment.
- Provide necessary safety equipment and regular training on safety protocols.
- Maintain ergonomic workstations to prevent physical strain or injury.

2 Mental Health Support:

- Offered access to regular meetings with managers and colleagues from another department for professional consulting and assistance programs.
- Promote open conversations about mental health to reduce stigma.

3 Work-Life Balance:

- Implement flexible work arrangements like remote work or flexible hours.
- Encourage reasonable workload distribution to prevent burnout.
- Respect employees' time and boundaries.

4 Respectful, Inclusive Work Culture:

- Foster a culture of mutual respect and inclusivity.
- Promote diversity and equity through fair hiring practices and policies.
- Address discrimination or harassment promptly and transparently.

GOOD EMPLOYMENT

Respectful, Inclusive Culture and Mental Health: A culture of respect and inclusivity creates a supportive environment where employees feel valued and understood, contributing positively to mental health and overall job satisfaction.

When these elements are integrated and prioritized collectively, they reinforce each other to create a workplace that not only protects employees physically but also supports their mental and emotional needs. This comprehensive approach leads to higher job satisfaction, increased productivity, and lower turnover rates, ultimately benefiting both employees and the organization as a whole.

We are guided by the legislation of the Russian Federation in ensuring high-quality working conditions. We focus on the laws governing the field of labor relations.

We consider Green Globe certification as an additional standard for the work of employees in the hospitality industry, it prescribes extended requirements for staff. We strive to satisfy them. The internal values of the company are quite high, the management pays attention to the working conditions of employees, and their morale, and wishes, to ensure a decent balance between work and personal events, which remain an important part of every employee's life.

Heads of Department quarterly hold individual meetings with employees, where they discuss the general climate in the team, the main difficulties of the work, and the wishes of colleagues to improve the quality of work. This format is not only a priority for receiving feedback from employees, but also of high quality, since the individual format of the conversation makes it possible for everyone to open up and highlight topics that often remain outside the scope of work.

In addition to quarterly meetings with department staff, a Town Hall meeting is held twice a year, where not only the achievements and implemented projects of the company are discussed, but the interests and requests of employees are openly discussed as well.

Following the Decree of the Government of the Russian Federation No. 2464 dated 12/24/2021, training in occupational safety, first aid, and the use of PPE is conducted during introductory instruction and regular on-the-job briefings. Special training, including training in high-risk work, is conducted at accredited training centres.

In 2023, the company recorded zero minor injuries or fatalities and no occupational diseases. The total number of disability days caused by work injuries was zero.



TO ALL EMPLOYEES OF THE ORGANIZATION:

- Health care
- Parental leave
- Retirement provision
- Staff meal
- F&F tariff
- Wellness program (yoga)
- Medical examinations, vaccination at the expense of the employer
- Corporate culture, events, and participation in charity events

The average salary is 1.5 times higher than in the industry in the region

Quarterly meetings with department staff

Town Hall meeting is held twice a year

We prioritize employee wellbeing through a range of strategies and practices aimed at fostering a healthy and supportive work environment.



EMPLOYEE WELLBEING HIGHLIGHTS

Healthy and supportive work environment

Ergonomic Workplace Design

Health and Wellness Programs

Flexible Working Arrangements

Employee Assistance Programs

Community Engagement and Social Responsibility

Professional Development Opportunities

Inclusive and Diverse Culture

Work-Life Integration Support

Regular Feedback and Recognition



OUR COMMITMENT TO EMPLOYEE WELLBEING AT TASIGO

At TASIGO, we are dedicated to fostering a work environment that prioritizes the health, safety, and overall well-being of every employee. We believe that employee well-being is crucial not only for individual happiness and fulfillment but also for the success and sustainability of our company. This commitment is integral to our culture and guides our decisions and actions every day.



CREATING AN OPEN AND TRANSPARENT CORPORATE CULTURE

Our Heads of Department hold quarterly individual meetings with employees to discuss team climate, work challenges, and suggestions for improvement. This format not only prioritizes receiving feedback but also allows for in-depth conversations that often reveal issues not typically addressed in routine work discussions.

In addition to these quarterly meetings, we hold Town Hall meetings twice a year to discuss company achievements, projects, and employee interests and requests openly.



HOLISTIC APPROACH TO EMPLOYEE WELLBEING

Creating and maintaining good working conditions involves a holistic approach that promotes overall employee well-being through four pillars:

1. Physical Safety and Comfort

To ensure occupational hygiene, employees receive uniforms, personal protective equipment (PPE), access to facilities for washing uniforms and PPE, cleaning and disinfectants, and sanitary facilities. A dedicated sanitary doctor monitors compliance with hygiene standards and working conditions and provides primary medical care if necessary.

The company has approved lists of professions and positions that require preliminary and periodic medical examinations, which are carried out in specialized clinics at the employer's expense. Employees can also attend yoga classes at the company's fitness center and enjoy free hot meals in the dining room 24/7.

In October 2023, a special assessment of jobs was completed, revealing no harmful or dangerous factors in the labour process. In 2024, the company plans to identify hazards and assess occupational risks with specialized organizations. Key measures include developing labour protection instructions, training employees, providing PPE, and organizing workplaces per Russian labour legislation. New employees are introduced to the occupational safety management system upon joining.

Compliance with labour protection requirements is monitored at all levels: employees (self-control, workplace control), heads of structural divisions, departments, and directorates, labour protection department employees, and the general director. Employees can report work-related hazards and dangerous situations at all levels.



HOLISTIC APPROACH TO EMPLOYEE WELLBEING

How else we ensure physical safety and comfort:

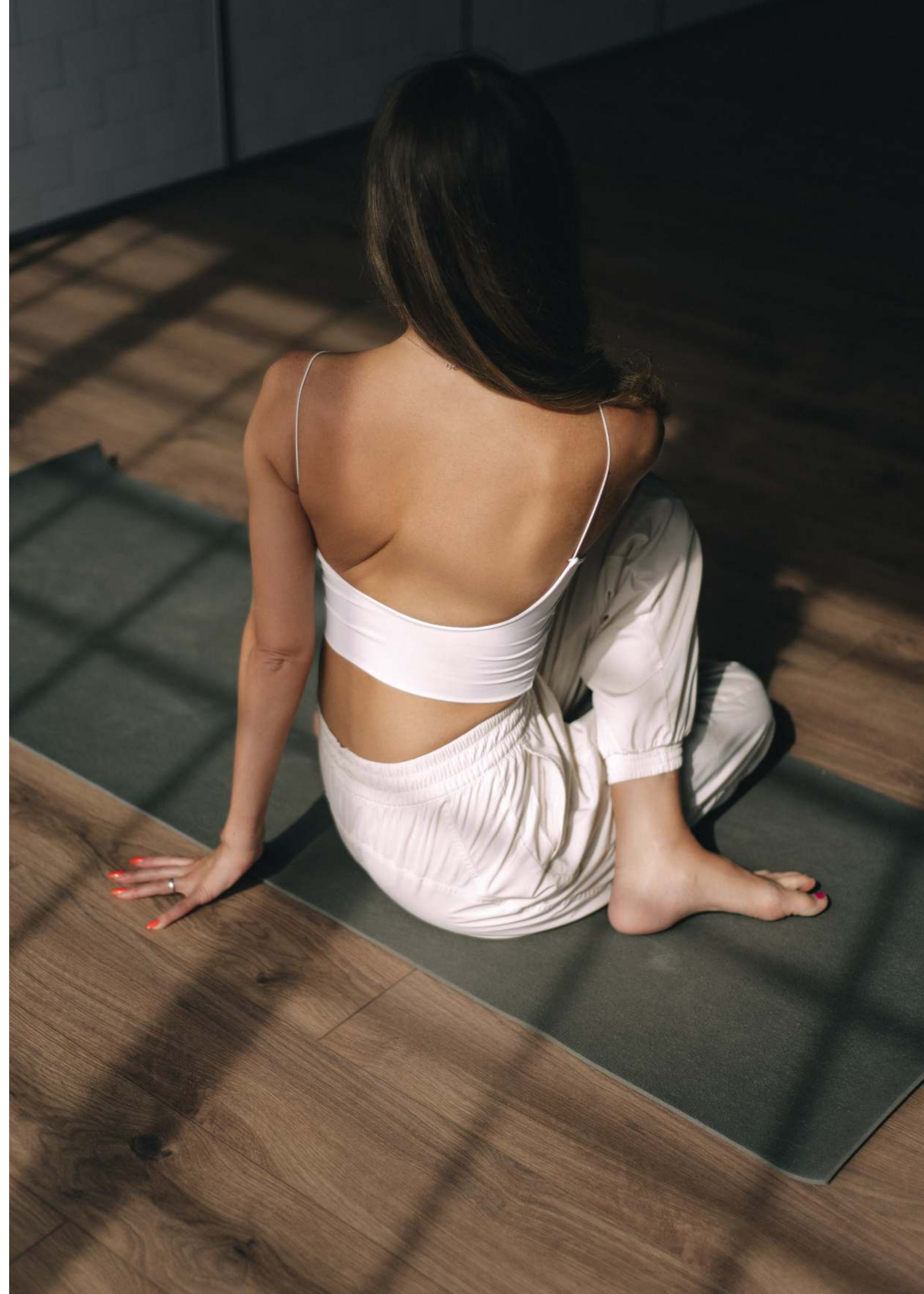
- We provide necessary safety equipment and regular training on safety protocols, including high-risk work training at accredited centers.
- We maintain ergonomic workstations to prevent physical strain or injury.
- We offer health care, medical examinations, and vaccinations at the employer's expense.
- We provide staff meals.
- Our average salary is 1.5 times higher than the industry average in the region.
- Employees receive a minimum of two weeks' notice for significant operational changes that could affect them.

2. Mental Health Support

- We offer access to regular meetings with managers and colleagues for professional consultation.
- We promote open conversations about mental health to reduce stigma.

3. Work-Life Balance

- We enable flexible work arrangements like remote work or flexible hours.
- We encourage reasonable workload distribution to prevent burnout.
- We respect employees' time and boundaries.
- All employees are guaranteed parental leave and retirement provisions.
- We offer a wellness program, such as yoga.
- Employees can participate in various events, including charity events.



HOLISTIC APPROACH TO EMPLOYEE WELLBEING

4. Respectful, Inclusive Work Culture

- We foster a culture of mutual respect and inclusivity.
- We promote diversity and equity through fair hiring practices and policies.
- We promptly and transparently address any discrimination or harassment issues.

Overall Impact

A respectful, inclusive culture, combined with mental health support, creates a supportive environment where employees feel valued and understood, contributing positively to their overall job satisfaction. When these elements are integrated and prioritized collectively, they reinforce each other to create a workplace that not only protects employees physically but also supports their mental and emotional needs. This comprehensive approach leads to higher job satisfaction, increased productivity, and lower turnover rates, ultimately benefiting both employees and the organization as a whole.





NON-DISCRIMINATION, DIVERSITY, AND INCLUSION

For TASIGO non-discrimination, diversity, and inclusion are not just words but fundamental aspects of who we are and how we operate. We firmly believe that creating an equitable and inclusive environment is not only the right thing to do but also essential for our collective success and growth.

This commitment extends across recruitment, hiring, training, promotion, and everyday interactions. We strive to cultivate an environment where everyone feels valued, respected, and empowered to contribute their unique perspectives and talents. Embracing diversity enriches our teams, fosters innovation, and enables us to better serve our customers and communities. We actively promote equal opportunities and work diligently to eliminate biases and barriers that may hinder inclusion and equity within our organization.

Tatarstan is a wonderful example of mixing different cultures. Tatar, Russian, Chuvash, Udmurt, and many other cultures are combined here, which is reflected in the architecture, traditions, cuisine, and language of the region. This diverse cultural background makes Tatarstan a unique and interesting place to get to know and study the doubling ability of many rare people to work and live together for centuries, jointly overcoming difficulties and making cultural differences their advantage.

People of various cultures, views, and nationalities develop here, but everyone's goal is to work with dedication and passion, making their contribution to the sustainable development of the company

«Strength in diversity» can easily be TASIGO's motto

Promoting diversity and inclusion in the workplace isn't just about doing the right thing—it's also about maximizing business performance and staying competitive in a rapidly changing world. Embracing diversity leads to stronger teams, better decision-making, increased innovation, and ultimately, improved overall business outcomes.

No incidents related to discrimination took place in 2023.

ACCESSIBILITY

The accessibility in TASIGO refers to how easily individuals can access and use its facilities and services, especially those with disabilities or special needs. This encompasses features like ramps, elevators, wide doorways, and accessible parking spaces. It also includes accommodations like rooms designed for wheelchair users, with visual or hearing impairments, and staff trained to assist guests with different needs. Hotels that prioritize accessibility aim to ensure all guests have a comfortable and inclusive stay.

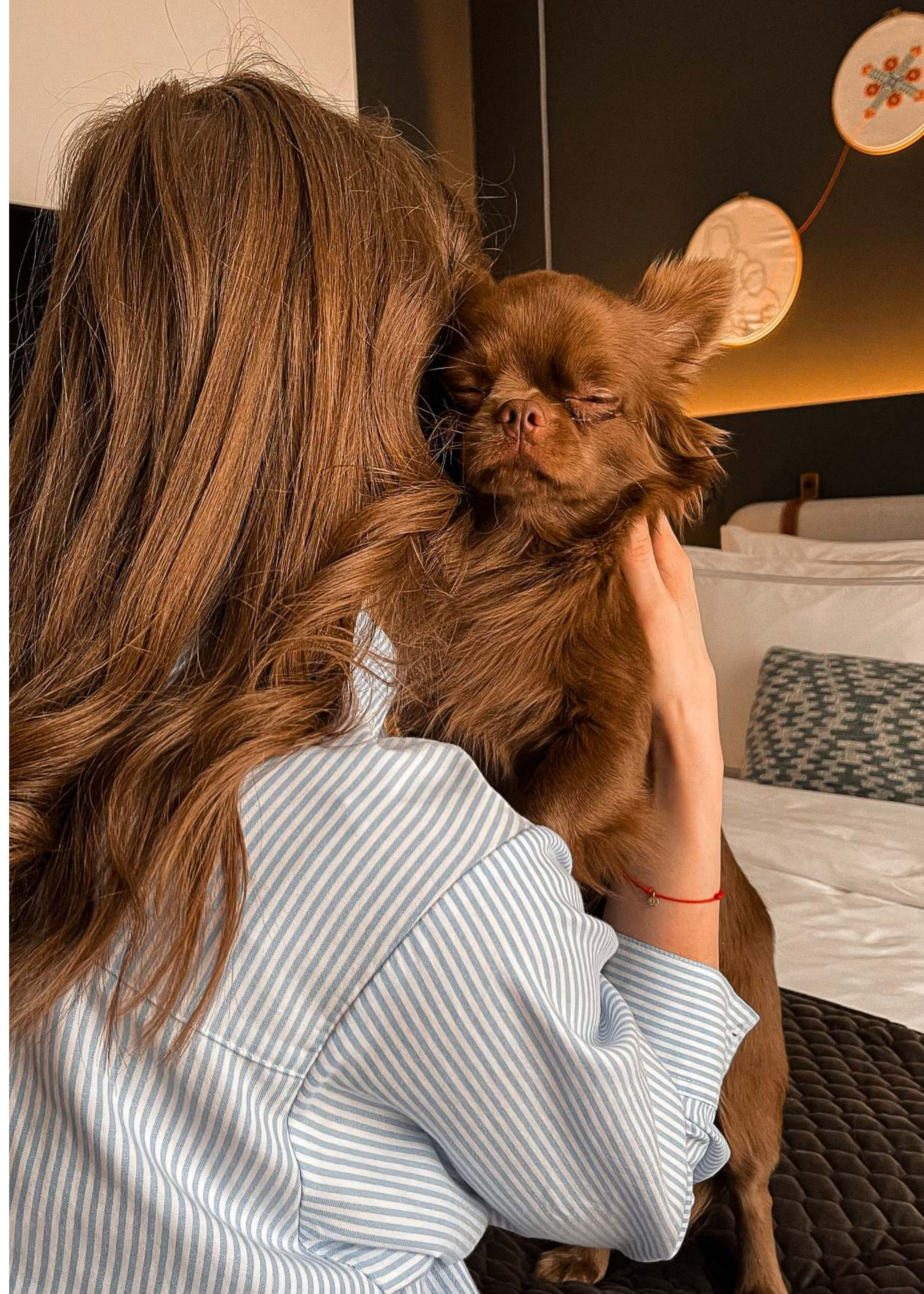
Several rooms of the hotel fully meet the requirements of an accessible environment. The entrances to the room are threshold-free, and bathrooms and workplaces are equipped with special equipment. Public spaces — elevators, corridors, lobbies, and restaurants are also designed for the unhindered independent movement of people in wheelchairs.

Work carried out in public spaces and hotel rooms:

- 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 special hanger was installed in the cupboards for guests in wheelchairs;
- 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.

PETS ARE FRIENDS

Guests no longer need to leave pets at home. Pets are welcome in TASIGO. The special room has a cozy pet area with a bed and dishes for food and water.

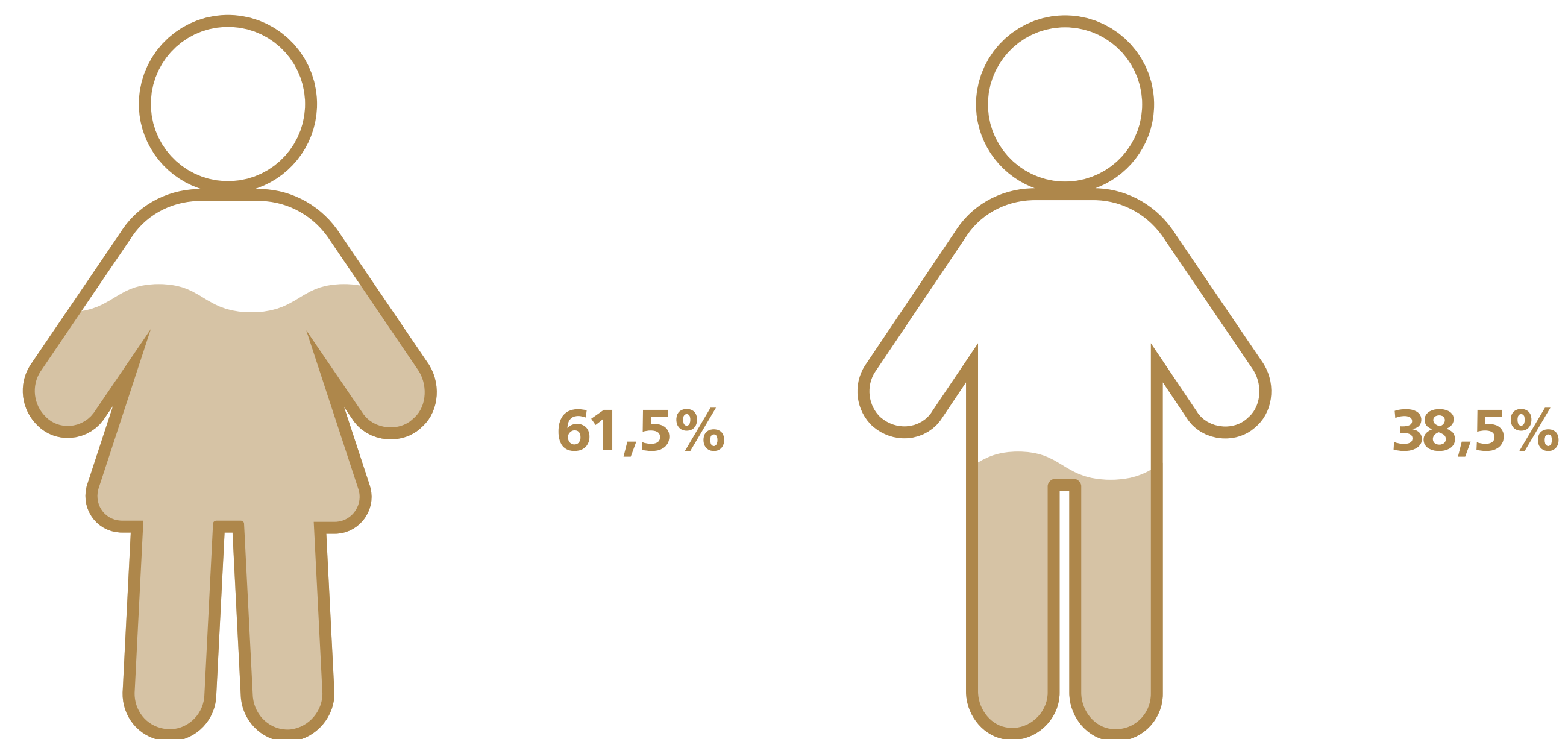


Gender equality



For five years of work, we have seen how the policy in the field of gender equality is changing in the country as a whole. For working women in hotels, it has been 60% for several years in a row. In particular, women occupy the majority of leadership positions and are key figures in managerial decision-making. We set ourselves the goal of maintaining balance and gender equality by hiring employees who primarily meet professional requirements and ethical standards.

TOTAL: 325 = 200 MALE + 125 FEMALE



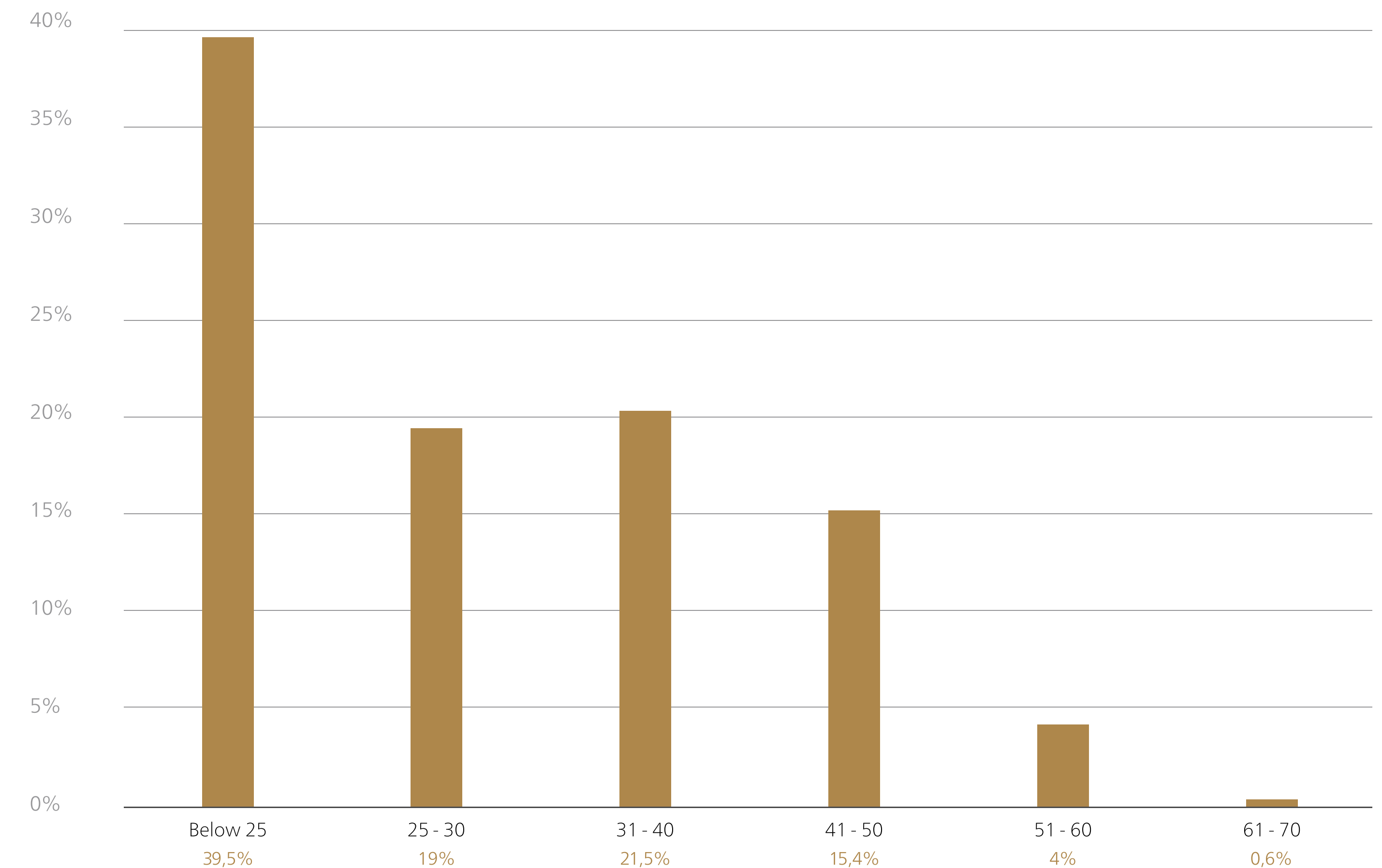
The total number and level of recruitment of new employees for the reporting period (2023), broken down by gender.

TOTAL: 113 = 47 MALE + 66 FEMALE

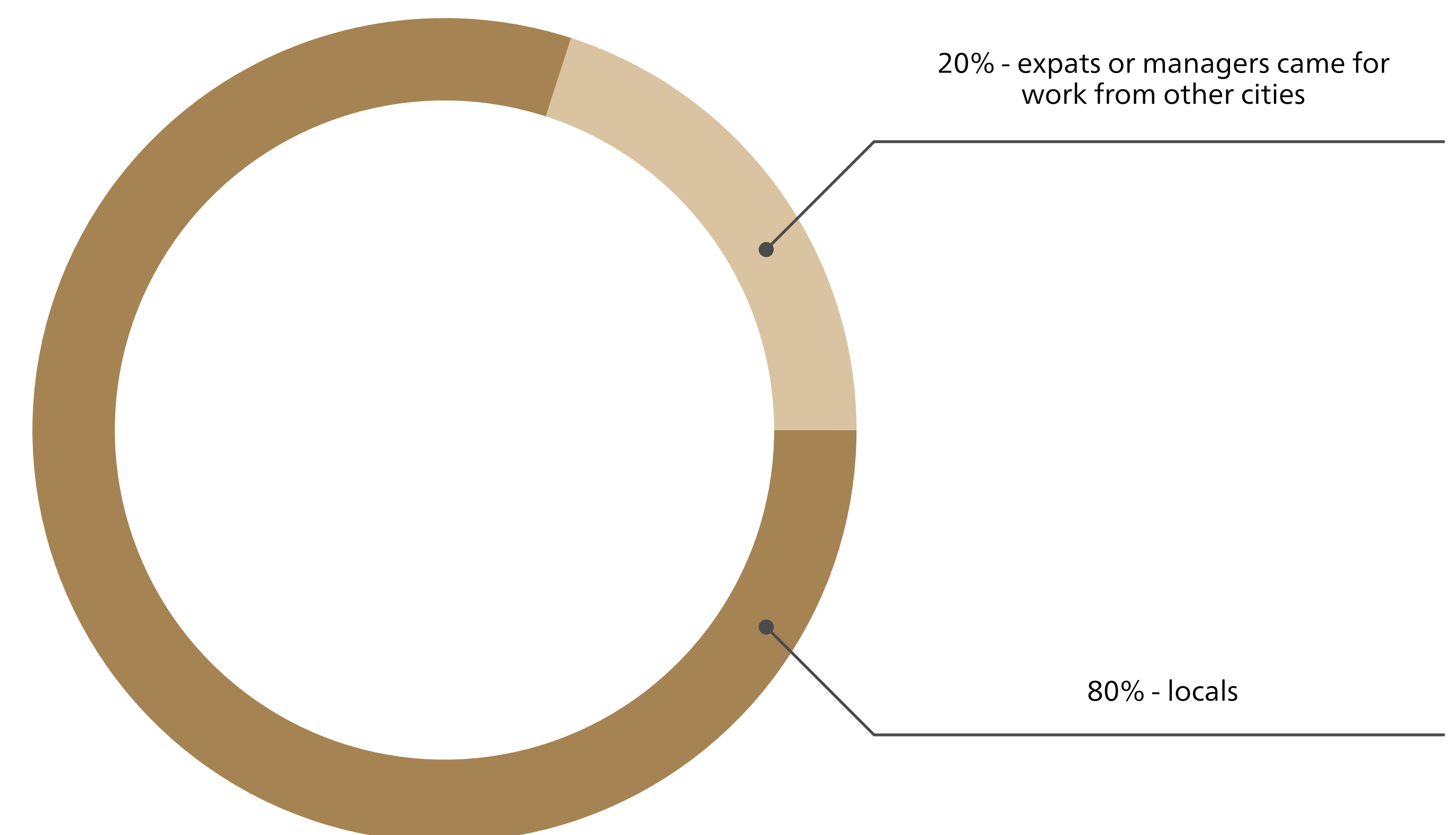
The total number and turnover rate for the reporting period, by gender

TOTAL: 88 = 47 MALE + 41 FEMALE

Employees by age



The % of locals in the senior management



TRAINING SYSTEM

As representatives of the hotel business, our main task remains to provide the highest level of service to our guests. Not being an educational organization, we are convinced that only educated and proactive employees can perform a high level of work. Therefore, we have chosen to spread knowledge and expertise not only among our employees but also in the professional community. Throughout 2023, we conducted internal training and educational programs for colleagues in the company, as well as actively participated in conferences, seminars, and forums, sharing our experience with the field of steady tourism, and advising colleagues, undoubtedly getting inspiration and motivation for further work.



Supporting systems for employee professional development and career growth are crucial for nurturing talent and retaining skilled workers. That's the reason, the company conducts training in various directions for employees of all departments. In 2023, we began telling our colleagues in more detail about our environmental and social initiatives, we launched food-related training on waste sorting and green procurement.

For FnB, Sales, SPA, FO, Kitchen, Maintenance, IT, and Accounting departments, courses were held on the following topics: Basics of hospitality, Orientation course, Telephone etiquette, and Basics of hospitality. The historical lecture about the past and present of TASIGO Kazan Palace building, the city hospital by Shamov was renovated into a modern luxury hotel and became special for the staff.



The employees of the departments got special professional training necessary for professional development and motivation for growth. Psychological training was conducted for the sales department. Chefs attended lectures at the Gastreet event and also took courses with leading chefs. The chef presented a modern Tatar menu at the Grand hotel Moika 22 restaurant in St. Petersburg, then hosted the chef Moika 22 in TASIGO. The sous-chef completed a two-week internship at one of the leading restaurants — Harvest, located in St. Petersburg, where he gained an understanding of the competent training of modern cuisine, the creating of zero-waste menus, and the disposal of organic waste.

Professional development compliance with sanitary norms and rules by employees of the tourism and service sector — one of the regular training for the Housekeeping department is held twice a year.

The total amount of training was 20.



GOOD PRACTICE

GREEN TEAM

Sustainability responsibility is promoted by environmental ambassadors — Green Team. It consists of over than 20 people who are passionate about environmental issues and committed to driving positive change within the company.

Green Team organizes campaigns, workshops, and training sessions to raise awareness among employees about environmental matters, such as energy conservation, waste reduction, recycling, and sustainability practices. They can provide tips and guidance on how employees can adopt eco-friendly habits in the workplace and at home.

Green Team generates brilliant ideas, checks them, implements and spreads them among the company.



INDIRECT ECONOMIC IMPACT



Indirect economic impact refers to the broader economic effects that occur as a result of a hotel's operations beyond its immediate transactions. This includes the ripple effects on suppliers, local businesses, and the community at large due to the hotel's presence and activities.

For TASIGO, understanding and measuring indirect economic impact is crucial. It goes beyond our direct revenue and expenditure to consider how we contribute to the local economy. When we source goods and services locally, we support nearby businesses and suppliers, thus boosting their revenue and employment opportunities. Additionally, our engagement with NGOs and charitable efforts further extends our impact, channelling resources and support into community development projects.

This focus aligns closely with our sustainability goals. By maximizing positive economic spill-overs, we contribute to local economic resilience and prosperity. When we prioritize local procurement, we reduce our carbon footprint associated with transportation and strengthen community ties. Similarly, our partnerships with NGOs and involvement in charitable activities enhance social well-being, fostering a more sustainable and inclusive environment.

In essence, understanding indirect economic impact is integral to our broader sustainability strategy. It underscores our commitment to not only operate responsibly within our immediate sphere but to catalyse positive change and growth in the wider community where we operate. By measuring and optimizing these impacts, we ensure that our business is not just economically viable but also socially and environmentally beneficial.

GOOD PRACTICE

Ideas implemented by Green Team:

Yellow grid container for recyclables. It was placed in the backyard for collecting tetrapack and plastic.

Animal shelters aid. Every year TASIGO team helps the animal shelter, bring textiles, carpet, towels, In June 2023 we went there to help painting wooden houses and booths.

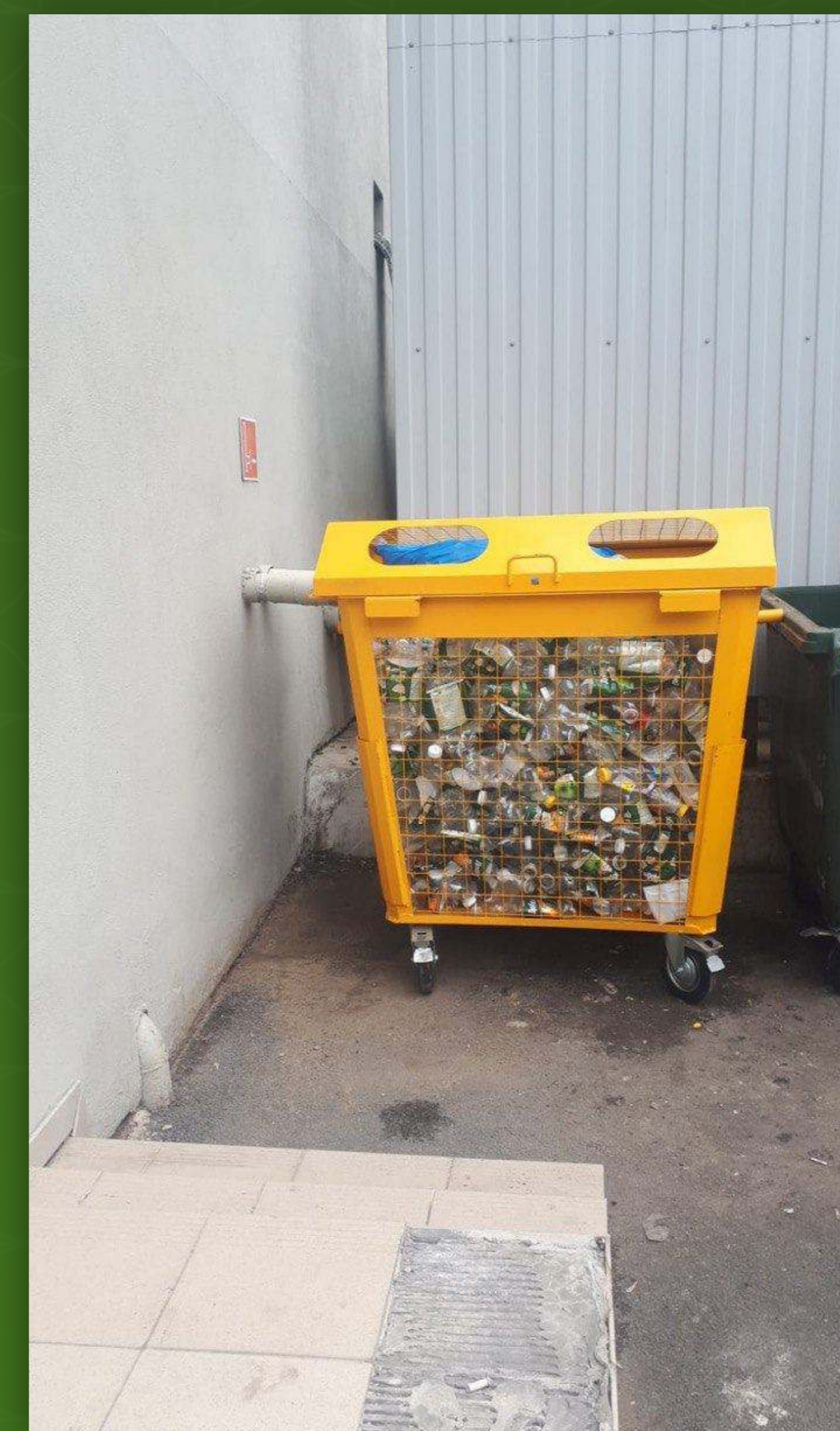
Upcycle decorations. Wooden numbers and letters for congratulations in the rooms instead of balloons. As a team building, the staff organizes handmade evenings and makes decorations from wine corks collected in the hotel bar.

Gastro master-classes for kids. Culinary workshops for children with disabilities are held annually. Children decorate cakes together with pastry chefs and spend time with animators.

Healthy sweeteners and gluten-free cereals. To support a healthy lifestyle we started to offer for breakfast gluten-free meal and natural sugar substitutes.

Reversible hangers from the laundry. Using same hangers when sending clothes to the side laundry.

Switching to juices in PET bottles instead of tetrapack. Tetra pak is difficult to recycle. Its use is minimized. Products that were previously purchased in a tetrapack are now supplied in recyclable plastic packaging.



LAND USE



Hotels can preserve national and nature heritage. Being a city business-hotel, we keep an eye on our surroundings. Even in the city center, there are special nature conservation areas that require the care and attention of the public. In 2023, we took part in a working group created by an initiative team, representatives of various companies and industries, to take care of the Russian-German Switzerland National Park located in Kazan. Our goal is to support projects for the conservation of nature, the improvement of territories, and the development of convenient infrastructure of specially protected areas.



SOCIAL ENTREPRENEURS AND CIRCULAR ECONOMY

In 2023, active work was carried out with various stakeholders, but it is especially worth noting the successful cooperation with representatives of social entrepreneurship, charity projects, and fellow hoteliers.

In the reported year we launched 5 new projects with social entrepreneurship. Master Ekaterina, from a small project of Sozdalos, made unique hand-made knitted toys for the showcase of social entrepreneurship. We have added more different products that our partners have made for us. Our very first and most long-term partner of Wonder Moms, which helps single and large mothers, sent reusable textile bags for trash cans to restaurants and bags for transporting laundry in housekeeping. The wheelchair master from Master expanded our collection of wooden toys and made wooden coasters for hot food. Every year we find new partners among representatives of small social businesses, which allows us to support and develop the local community of socially vulnerable.

In addition to working with social entrepreneurs, we have also supported other local entrepreneurial projects that produce unique goods and services. In 2023, the list of local partners increased to 16:

- Bureau of Sustainable Initiatives «Fir»
- Qullar
- Low Waste
- Paper.dusha
- Ecograd
- Ecosbor+
- Eco-recycling
- Anton is right here
- Wonder Moms
- Development strategy for Kazanka river
- Kulttorg
- Sibur
- MEGA

Most of these projects are located in Kazan. Our partnership is strengthening every year and becoming the foundation for the development of a local community.



SOCIAL ENTREPRENEURS AND CIRCULAR ECONOMY

In the lobby, there is a large showcase of social entrepreneurship, where goods and souvenirs made by our partner social projects are for sale. We promote the sale of just such products — unique and original, many of which are made specifically for TASIGO. All goods have the necessary documents and are suitable for sale. Due to the popularity of the showcase of social entrepreneurship, about ten craftsmen and small companies regularly receive orders for the production of new original goods for Taisgo guests. Many of our partners are masters with disabilities whose products need to be promoted. The author's products of local craftsmen, artists of people with autism, and other health restrictions are presented here. Thanks to our cooperation, their unique works become not only widely known, but also loved by guests.



GOOD PRACTICE

PROJECTS BY SOCIAL ENTREPRENEURSHIP

- TASIGO branded sleep masks made by Anton are here ASD Fund
- Small beauty bag with eco cosmetics and items made by people from ASD Fund
- Knitted toys for sale from the local master
- Wooden bread boards made by local master
- Guest's communication in rooms according to reusable items for charity written on wooden pad
- Plates for sale made of glass bottles collected in hotel's restaurants
- Accessories made of recycled plastic crafted by local company Recycle Object
- Wooden accessories made by a local master with physical disability
- Cup by local ceramist
- Wooden vases made from recycled skateboards

We do not just support local entrepreneurs, but adhere to the principle of a circular economy or a closed-loop economy, which is close to us, which can be implemented in hospitality.

"Refuse, Reduce, Reuse, Recycle" is not only a popular phrase for us that summarises sustainable practices to minimize waste and conserve resources. We did practice this way of business and truly understand the possibility it gives.

The founder of the Bumagka.dusha project makes postcards from recycled paper and gift certificates for TASIGO, inside which we placed plant seeds. Paper and cardboard egg cells are collected in hotels and handed over to the Bumagka.dusha master for work, after which they return to the hotel in the form of beautiful postcards for guests.



GOOD PRACTICE

Another successful example confirming our recycling practices is cooperation with the local brand Qullar. Collecting plastic caps in TASIGO hotels, we transfer them to Qullar, which produces coasters for cocktails, and information signs about saving resources in rooms.

Every year we come up with new eco-friendly replacements for the usual individual products and thanks to our partners, local manufacturers, approach with an open-minded and creative business approach, we manage to embody the most daring ideas and implement the ideas of sustainable development in practice.

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CHARITY PROJECTS

Throughout the years of TASIGO's work, we have been supporting charitable projects. Many of them have become our friends, who know that they can always contact TASIGO not only for financial help but also for advice.

In 2023, we provided targeted financial support, which was aimed at the treatment or rehabilitation of specific people with health problems and disabilities. Under the patronage of the company, there are several shelters for dogs, which are constantly assisted in the form of purchases of building materials, feed, and sterilization of animals.

We are also working with the charity organization «Den dobryh del» (Day of Good Deeds), which, within the framework of the «Dobry food truck» (Good Food Truck) project, organizes hot meals for poor residents of the city.

Financial support is not the only type of assistance. Charitable organizations often need a place to hold lectures, meetings, and events. We provide this opportunity to our partners — the Alpari Foundation and Perspektiva . Once or twice a year charity event for kids with disabilities takes part in Tasigo conference and banquet hall Tapaz. Volunteers from the hotel team together with the pastry chef run the event for children from different funds. They play, make pastries, and have fun in TASIGO with very surrounded by interesting, sincere, and very creative people.

In 2023 we continued to support animal shelters. Mostly aid can change the lives of animals just slightly though we were looking for significant changes. The marketing campaign was held with TASIGO team to find a new home for the dogs. After homeless dogs have been groomed and photoshoot we promoted pictures in social media. Such actions are one of the tools to attract people's attention to the problem of stray animals.

Our annual campaign Letter to Santa has become traditional and unchangeable. Continuing our cooperation with charity projects, we decorate our Christmas tree with letters from children with special needs. These letters contain the innermost and often simple wishes of children, which can be fulfilled by our guests and employees. During New Year Eve, many people believe in a miracle, even adults, but how nice it is to feel like a magician fulfilling a child's wish.



ART

Art is a part of our everyday life.

TASIGO provides support to contemporary artists, contributing to the development of education, and creating museum. Management team could not give up the idea opening museum in renovated cultural heritage.

Every place has a history, and moreover, it is in a historical building. Preserving the history of previous generations for future generations through the creation of a museum is an understandable goal of the company. In the museum of the history of the place, located in the hotel, open to all comers, you can not only get acquainted with historical documents, see the interiors, but also visit exhibitions of modern artists.

The museum tells the story of the life of a local merchant, the founder of the building. The facts of the life of the philanthropist of the early 20th century, Yakov Shamov, surprisingly echo the views of the leaders of TASIGO. Preserving history, supporting contemporary artists, educating and opening up to the public - these are the ideas that are flourishing now, as they were a hundred years ago.

In the reported year two exhibitions of artists with disabilities took place in TASIGO's museum. 15 pictures were bought by guests, all profit was transferred to the painters.

Vertical sculptures made of wooden platbands from the windows of Tatar houses carry a unique story. The author of the project, Aliya Suleiman, collected old platbands from five districts of Tatarstan to create these minimalistic, but soulful works in their simplicity. Aliya chose elements of platbands that emphasize the charm and charisma of a simple Tatar ornament. In these parts, it is reduced to minimalism, to the very essence.



CHARITY PARTNERS

- Only Tree
- Alpari Charitable Foundation
- The first step
- Day of good deals
- Doghelpkazan
- The cat and the dog
- Cats house
- Land of hope



WORK WITH STUDENTS

TASIGO cooperates on an ongoing basis with several educational institutions in the city.

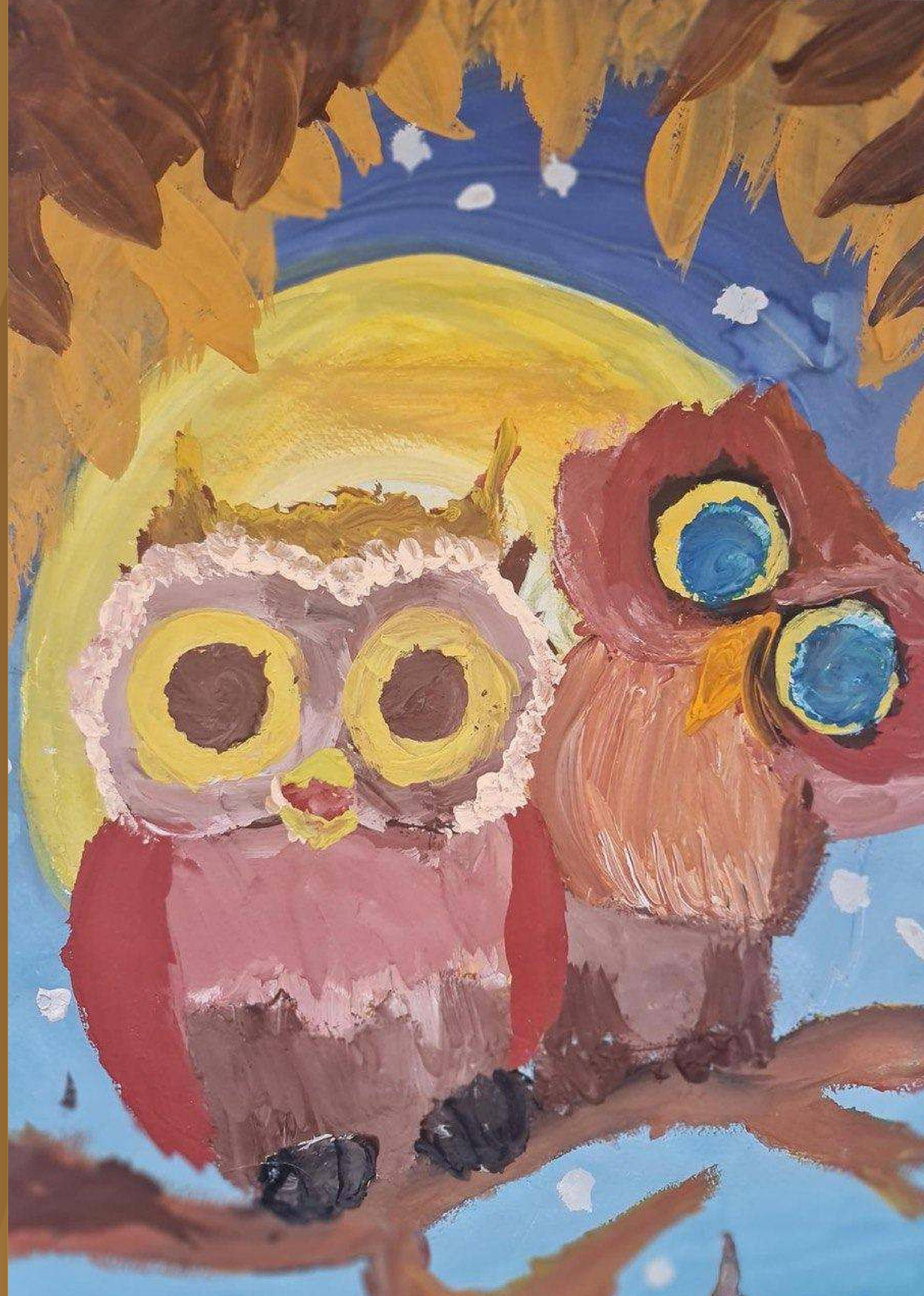
The company cooperates with universities and colleges, among partners: the Russian International Academy of Tourism, Volga Region State University of Physical Culture, Sports and Tourism, KFU Institute of International Relations, and the International College of Service. Every quarter, the heads of the hotel departments give lectures to students on the specifics of working in hospitality and sustainable tourism. They organize excursions at the hotel, show how the waste sorting process takes place, and what eco-friendly products can equip the rooms.

Sharing sustainable practices with school children is also one of TASIGO's regular activities. Working with children is most energy-intensive, but it is more rewarded by the kid's involvement and curiosity. We invite school kids to the hotel, give them a house tour, and share the best cases that can defend our commitment to a sustainable future these kinds will continue to live in.





IN HARMONY WITH BUSINESS



DIRECT ECONOMIC IMPACT

Since the opening TASIGO has contributed to the economic development of the region providing direct economic impact and active support to the Tatarstan. The historical building of Kazan Palace by TASIGO was gently renovated according to the best development practices. Today the city has beautiful property that retains rich historical heritage.

About 93% of team members are locals. For many young employees, TASIGO is the first place to work. Here they get qualified experience and, a cooperative ethic and feel the attitude they might transfer further to different businesses.

TASIGO Hotels have become a special place, a significant urban spot where guests meet locals.

Jazz concerts give the stage to local musicians, and dining with the chef promotes local cuisine.

Staying in the hotel with a wide range of services almost every guest liked to get closer to local culture and traditions. TASIGO promotes unique experiences with local guides in the city and neighbourhoods.

Tourism has a high multiplier effect - the cumulative impact on the national economy. This concept reflects that tourism has not only a direct economic impact, but also broader indirect and induced effects.



The direct impact of tourism is evident:

- In the revenues of budgets of different levels received from tourism activities
- The contribution of tourism to the formation of the gross domestic product of a country or region
- In creating jobs directly in the tourism sector

Thus, the multiplier effect makes it possible to assess how tourism affects the entire national or regional economy in a complex, going beyond only direct financial indicators. The large-scale detail of Kazan Palace by TASIGO in Kazan not only attracts new tourists to the hotel, guests actively use the services of restaurants, museums, shops - all this is a significant contribution to the development of the region's economy.

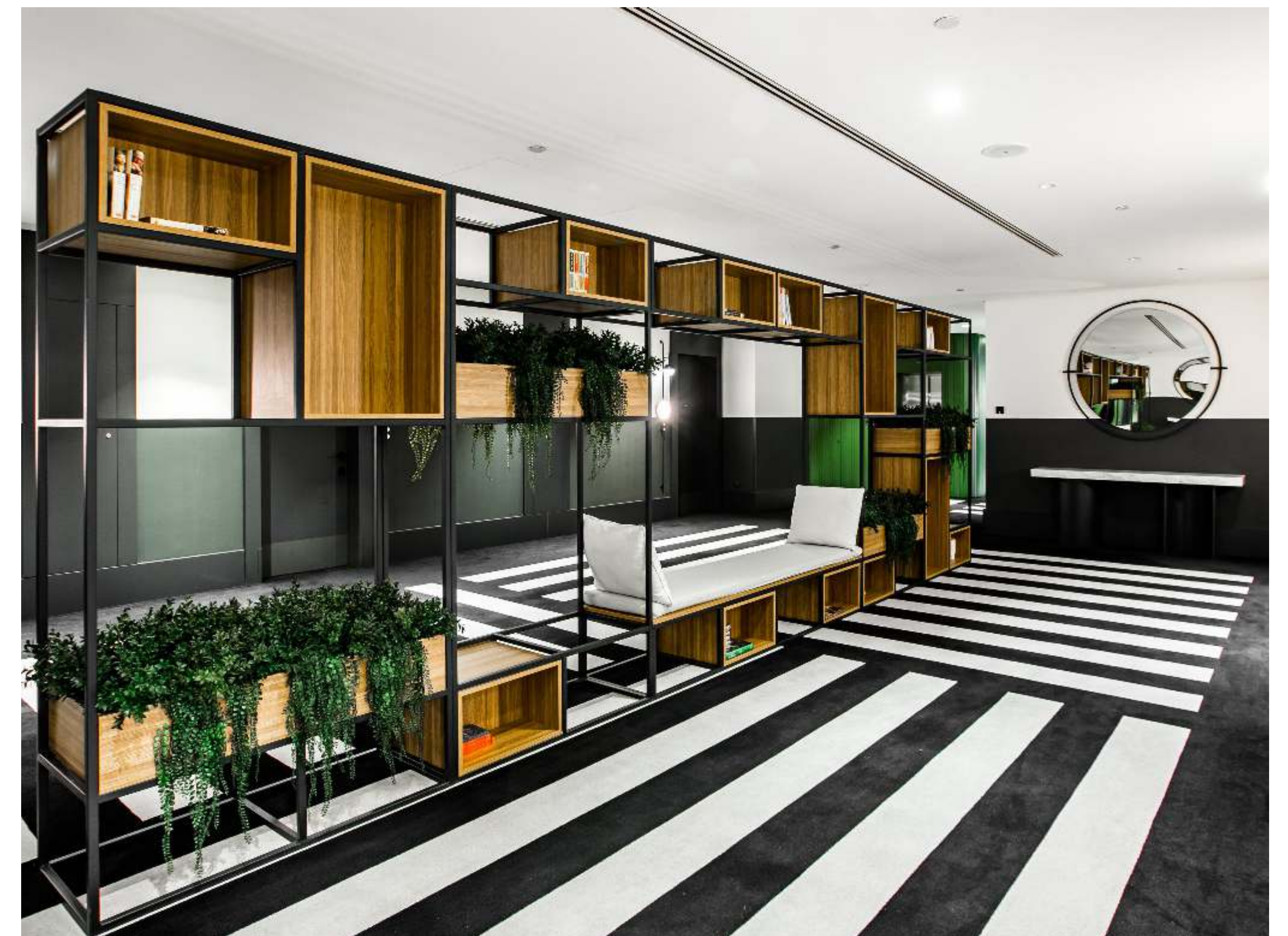
Being deeply integrated into the urban environment, TASIGO holds a large number of events for the locals. Exhibitions of local artists are open to the public in the museum at the hotel, monthly TASIGO Jazz concerts are held in the Event Hall, with artists invited from different countries. Hotel guests and Kazan citizens come to gastronomic evenings with invited chefs. This practice helps us to complement the author's view of the national cuisine. We take care of the preservation of cultural heritage, so we did not stop on the restoration of the historical building but have conducted guided tours, telling guests about the great past of this place, without which there could not be real moments. Partnership with local artists and craftsmen allows us to promote unique products that are appreciated by the guests.



BUSINESS ETHICS, ANTI-BRIBERY, AND CORRUPTION POLICY

By adhering to ethical principles and rejecting bribery and corruption, a company builds and maintains a reputation for integrity and trustworthiness. This is essential for long-term success, as stakeholders (customers, employees, investors, regulators) are more likely to have confidence in an organization with strong ethical standards. TASIGO is guided by various company policies, including an anti-bribery and corruption policy, Disability inclusive communications policy, Human rights policy, Prevention and child exploitation policy, and others.

The TASIGO Code of Ethics supports the team in making the right decisions. It sets out the principles of work at TASIGO hotels. Each new team member is guided by the Employee handbook.



GREEN PURCHASING

Following sustainable commitments, TASIGO Hotels procurement is guided by the Green Purchasing Policy. Building the procurement process according to the green policy, the company uses strict criteria for selecting suppliers, giving preference to local companies, and small business owners, and trying to support the economic development of the region. At the same time, the main factor in choosing a supplier remains the quality of products and the availability of certification. Each contract is considered according to eco purchases, green or circular purchases that have the least ecological footprint on the entire life cycle of products.

Procurement

- Local
- Environmentally friendly
- Socially responsible

70% of cleaning products are produced in the country and have eco-certification

Travel kits – 100% locally made cosmetics

Food – 30% local suppliers from Tatarstan, 40% produced domestically.



GOOD PRACTICE

GREEN MEETINGS

Organizing a «green» meeting involves planning and executing the event in a manner that minimizes its negative environmental impact while promoting positive social benefits for the host community. Meetings and events do not occur in isolation — they influence a variety of interconnected industry sectors, which can collectively generate direct economic, social, and environmental impacts at their point of intersection.

Meetings can serve as catalysts for sustainability within communities. By creating local market demand for products and services, meetings can drive reductions in the use of toxic materials, waste generation, greenhouse gas emissions, and water and energy consumption. In this way, meetings become stepping stones towards more sustainable practices, as they stimulate the development of eco-friendly alternatives and services that benefit both the environment and the local population.

In essence, the «green» approach to organizing meetings and events seeks to leverage their cross-sectoral influence to drive positive change — lowering the ecological footprint while generating social value for the host community. This integrated perspective recognizes the potential for meetings to catalyze sustainability across multiple domains.

Percentage of meetings and conferences that followed a «green meeting policy» — 98%

Upon the «green meeting policy» we offer the Green Package, which includes:

Flipchart and markers without using paper;

Serving water in a water cooler only (plastic-free policy)

No balloons and confetti (plastic-free policy) wooden accessories for personal events offered

99% of events free of plastic bottles

100% events free of confetti

98% of events free of balloons



CUSTOMER PRIVACY AND SATISFACTION

Customer privacy is a critical concern for the hotel industry. We adhere to data privacy laws and regulations, such as Federal Law «About personal information and data». We are also sure that guests are more likely to return to hotels that prioritize their privacy, so we respect guests' privacy builds trust and enhances the hotel's reputation as a secure and reputable establishment. When guests feel their personal information is secure, they are more likely to have a positive and comfortable experience during their hotel stay.

Maintaining robust privacy policies, data protection measures, and staff training on privacy best practices are essential for hotels to uphold their duty of care and build lasting trust with their customers. Prioritizing customer privacy is a key aspect of providing a high-quality hotel experience.

Customer satisfaction (NPS score equivalent).

According to Yandex reviews both hotels Kazan Palace and NEO have 5.0. According to Google Kazan Palace 4.6 NEO 4.2. The front office team works with each review and replies to guests politely and nicely.

	Kazan Palace	NEO
Yandex	1500 (5.0)	900 (5.0)
Google	372 (4.6)	49 (4.9)
2Gis	326 (4.3)	370 (4.5)
TASIGO	293 (4.5)	295 (4.6)

To collect a customer's feedback according to sustainable cases we use a survey, created by by the Sustainability and FO department team. All questions relate to environmental issues and provide an opportunity to receive ratings and recommendations from guests, which helps to strengthen the modern model of sustainable hospitality and reasonable luxury. The guests are most positive about the rejection of disposable plastic items and the use of recyclable goods. Many people are still getting used to the new format of tablet toothpaste, standard tubes are available on request for maximum comfort of guests.

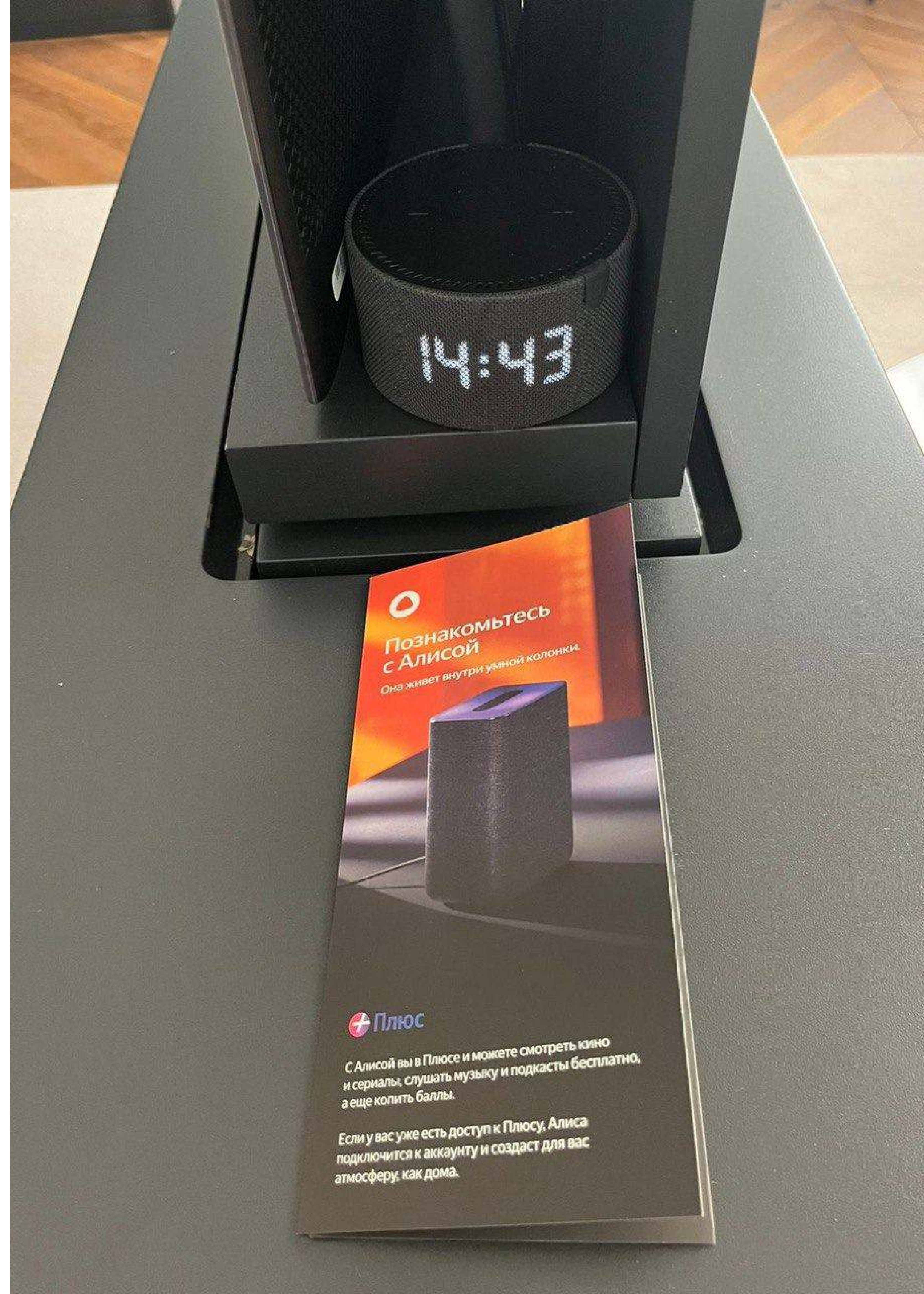
No substantiated complaints were received in 2023.



LOYALTY PROGRAM

The loyalty program was launched in Kazan Palace by TASIGO & Neo Kazan Palace by TASIGO in the middle of 2023. Four different levels of loyalty programs improve the guest experience and involve them in sustainable practices. Almost 1000 guests became program members during the 6 months since it has been started. The guest's loyalty card is virtual, available on the website, and no paper is needed. Digitalization of the hotels helps to improve the customer experience of the guests. Software to facilitate the use of hotel services was implemented in every room. Convenient 2ROOMZ service – the possibility of contactless communication with the guest, sales of services, and online ordering. The service is equipped with a wide range of marketing functionality and is aimed at promoting goods and services.

We've noticed that the number of requests grew every quarter. The largest number of requests from guests concerned ordering room service from the restaurant, and most often guests used the system to order additional goods to the room, transfer, and make a reservation at the spa and yoga studio. In the reporting year, the installation of smart speakers began in the rooms of both hotels. Stations with a voice assistant allow you to customize music to the individual preferences of the guest and use online services.



BUILDING A SUSTAINABLE COMMUNITY

CITY-HOTEL COLLABORATIONS

The relationship between cities and hotels confirms a tight connection in modern urbanism. By creating attractive opportunities for residents such as musical events, and creative evenings, we create a comfortable urban environment and strong relationships in the community. TASIGO jazz concerts and exhibitions in the museum continue to take place at the hotel. Also, we focused on dining.

Dinner with the chef is a unique dining experience.

Thoughtfully created courses filled with flavorful delight, utilizing the freshest local and seasonal ingredients. Guests are taken through a culinary exploration that is not only engaging, but thoughtfully curated to bring out the very best of every ingredient in every course. In an intimate dining experience, the chef engages between each course and shares his thoughts and ideas behind each creation.

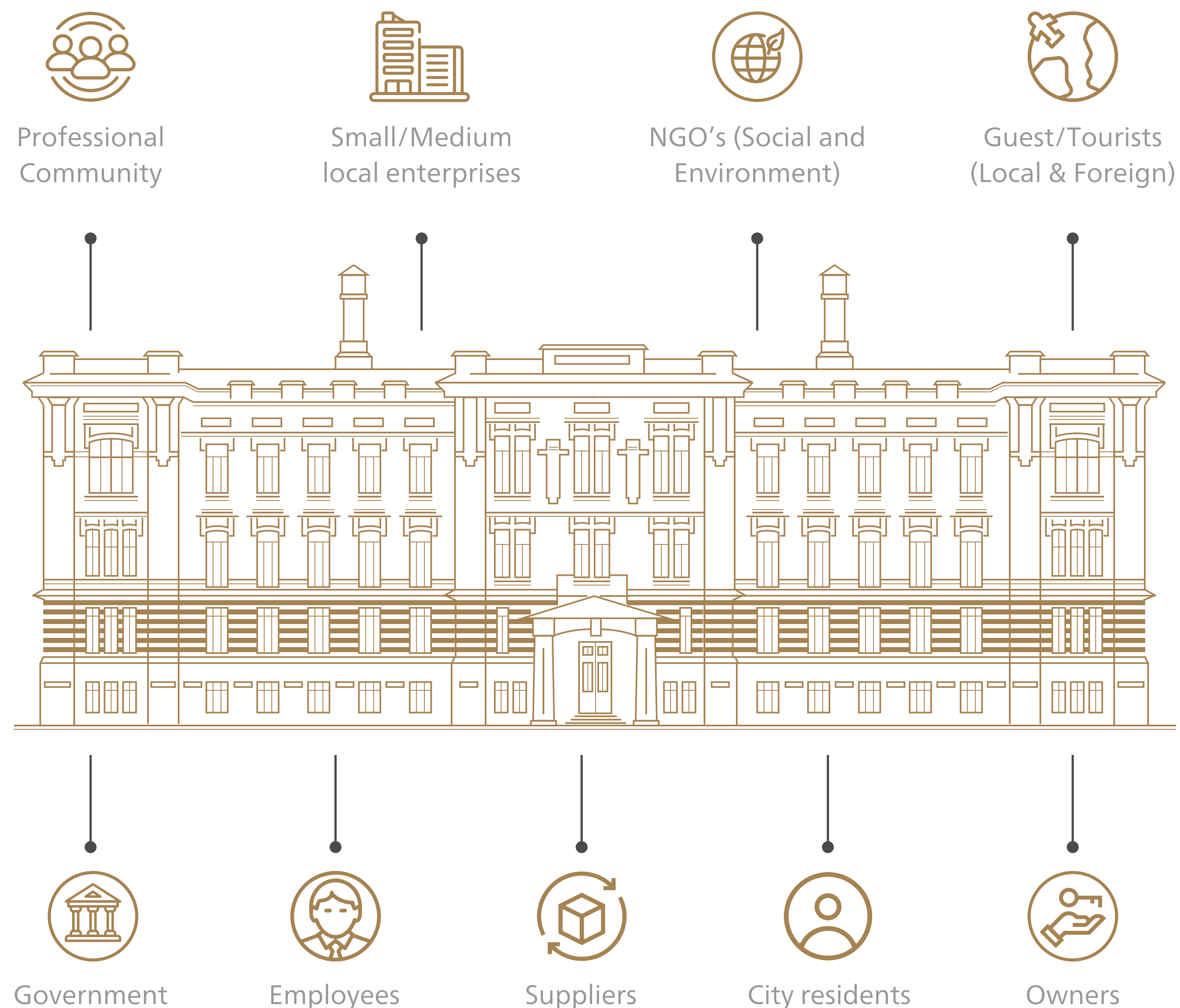
Music, art, and gastronomy are not the only tools of communication with urban residents. Another great way to show the locals the hotel's involvement in the urban environment is a unique yoga studio. Different styles of yoga, author's techniques, qualified teachers, unique design, and unforgettable atmosphere — all this has been realized in GO Yoga.



STAKEHOLDER ENGAGEMENT



The hospitality and tourism sector boasts a workforce and customer base that are more diverse and inclusive of minority groups than any other industry. This strong interconnectedness with small businesses and local communities presents the industry with remarkable opportunities to drive positive change and foster diversity, equity, and inclusion within society at large.



Aygul Khusainova
Front Office Manager

TASIGO team members are frequent guests of various seminars and conferences. Sharing experiences and even mistakes in implementing sustainable initiatives is part of the job of employees. The educational activity of the team is realized among the professional community, as well as constant cooperation with schools and universities.

We are members of Hoteliers Association where we mostly lobby issues for sustainability in tourism

We are not only regular guests of local eco-events in Kazan but also, we are winners of Federal Award Green Property Award as a Most sustainably hotel and Best renovated ancient building.

Also, we are members of Sustainable Travel community where we take part in the conferences and Awards

Members of community dedicated to Zero-waste and composting in HORECA. We are members of Kazan Urban community where we discuss the possibilities of changing the urban environment for the better, analyze issues of a comfortable environment for people with disabilities and make decisions on the improvement of parks and public spaces in the city.

GOOD PRACTICE

In 2023, the administration of the Republic of Tatarstan approached us with a proposal to organize an ESG forum for hoteliers in the region. For the first time, TASIGO's employees became not just a regular speaker, but the only organizers of the largest event for sustainable tourism in the republic. An exhibition of Tasigo partners was organized in the conference hall of the hotel. It was attended by local suppliers, representatives of social entrepreneurship and manufacturers of eco-friendly products. All companies are reliable partners whose products are presented in TASIGO. At the conference, employees of the Sustainable Development Department and invited speakers shared with colleagues the organization of business according to the principles of the Stay in Harmony program and the best practices that can be implemented at the hotel in order to make the company more sustainable.

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.

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.



SUSTAINABILITY INTENTIONS FOR 2024 AND BEYOND

Tasigo Hotel has conducted a comprehensive materiality analysis focused on sustainability, aiming to identify and prioritize the environmental, social, and governance (ESG) aspects most significant to its stakeholders and business operations. This analysis involved detailed surveys with key stakeholders to gauge which sustainability elements they consider important. Additionally, consultations with top management were carried out to determine aspects deemed critical from a business perspective. The 2023 report reflects the material topics identified as important through this process. However, these material topics will be properly incorporated into the planning and reporting processes only starting in 2024, ensuring that TASIGO Hotel's strategic focus not only aligns with stakeholder expectations but also effectively integrates core sustainability objectives into its operational framework.



APPENDIX Performance Tables

Resources monitoring including events 2023 Kazan Palace by TASIGO

2023	ENERGY									WASTE				OCCUPANCY	
MONTH	TOTAL	EVENTS	HOTEL	TARGET 2023 ELECTRICITY KWH	GAS KWH	HOT WATER M ³	TARGET 2023 HOT WATER M ³	WATER M ³	TARGET 2023 WATER M ³	SOLID WASTE KG	RECYCLED WASTE KG	TARGET 2023 RECYCLED WASTE KG	FOOD WASTE KG	ROOMS	PAX
JANUARY	422 730	2 970	419 760	292 978	0	772	1 984	1 953	1 984	4 650	2 861	2 718	672	1 223	2 206
FEBRUARY	409 998	5 130	404 868	292 978	0	707	1 984	1 472	1 984	4 500	2 133	2 026	974	1 126	1 903
MARCH	367 852	5 040	362 812	292 978	0	460	1 984	1 503	1 984	4 400	2 521	2 395	1 244	1 173	1 978
APRIL	257 536	6 012	251 524	292 978	0	205	1 984	1 736	1 984	4 500	2 802	2 662	1 349	1 394	2 802
MAY	280 966	7 506	273 460	292 978	0	114	1 984	2 005	1 984	4 600	4 485	4 261	1 184	1 478	2 433
JUNE	258 671	4 914	253 757	292 978	0	32	1 984	3 328	1 984	4 500	3 865	3 672	1 295	1 631	1 769
JULY	304 576	5 724	298 852	292 978	0	16	1 984	5 227	1 984	4 800	2 618	2 487	1 525	1 735	2 774
AUGUST	250 385	6 318	244 067	292 978	0	26	1 984	3 006	1 984	4 700	4 139	3 932	1 301	1 455	2 719
SEPTEMBER	280 625	7 848	272 777	292 978	0	72	1 984	2 674	1 984	4 600	2 279	2 165	1 259	1 299	2 081
OCTOBER	329 244	5 994	323 250	292 978	0	218	1 984	2 906	1 984	4 500	2 553	2 425	1 155	1 256	2 179
NOVEMBER	398 155	8 712	389 443	292 978	0	326	1 984	1 832	1 984	4 400	2 511	2 385	1 332	3 059	4 671
DECEMBER	439 132	70 146	368 986	292 978	0	454	1 984	1 327	1 984	4 700	4 468	4 245	1 302	1 040	1 787
TOTAL			3 863 556	3 515 736		3 402		28 969		54 850	37 234		14 592	17 869	28 859

Resources monitoring including events 2023 NEO Kazan Palace by TASIGO

2023	ENERGY						WASTE				OCCUPANCY	
MONTH	ELECTRICITY KWH	TARGET 2023 ELECTRICITY KWH	HOT WATER M ³	TARGET 2023 HOT WATER M ³	WATER M ³	TARGET 2023 WATER M ³	SOLID WASTE KG	RECYCLED WASTE KG	TARGET 2023 RECYCLED WASTE KG	FOOD WASTE KG	ROOMS	PAX
JANUARY	208 914	145 119	241	116	636	570	1 500	1 431	1 359	336	1 540	2 442
FEBRUARY	187 738	145 119	193	116	428	570	1 500	1 066	1 013	487	1 374	2 087
MARCH	180 858	145 119	159	116	479	570	1 500	1 201	1 141	622	1 316	2 009
APRIL	106 934	145 119	89	116	642	570	1 500	1 942	1 845	674	2 010	2 967
MAY	85 776	145 119	39	116	725	570	1 500	986	937	592	2 175	3 205
JUNE	74 272	145 119	21	116	740	570	1 500	942	895	648	2 197	3 325
JULY	141 152	145 119	12	116	804	570	1 500	1 309	1 243	743	2 225	3 641
AUGUST	78 710	145 119	17	116	793	570	1 500	2 069	1 966	650	2 003	3 493
SEPTEMBER	160 864	145 119	29	116	541	570	1 500	1 139	1 082	629	1 966	2 639
OCTOBER	146 828	145 119	104	116	629	570	1 500	1 276	1 213	522	1 718	2 482
NOVEMBER	158 624	145 119	144	116	630	570	1 500	1 255	1 193	666	1 882	2 681
DECEMBER	165 241	145 119	181	116	433	570	1 500	2 234	2 122	651	1 571	2 294
TOTAL	1 695 911		1 230	1 398	7 479		18 000	16 851		7 220	21 977	33 265

APPENDIX Performance Tables

Resources monitoring including events 2023 Kazan Palace by TASIGO

2023	Co ₂ e			ENERGY (ELEC+GAS)/OCCUPANCY				HOT WATER /OCCUPANCY			WATER /OCCUPANCY			Co ₂ e /OCCUPANCY			WASTE/PAX	
MONTH	TOTAL	EVENTS	HOTEL	KWH/M ²	TARGET 2023 KWH/M ²	KWH/ROOM	KWH/PAX	M ³ /ROOM	M ³ /PAX	TARGET 2023 M ³ /PAX	M ³ /ROOM	M ³ /PAX	TARGET 2023 M ³ /PAX	KG/ROOM	KG/PAX	TARGET 2023 KG/PAX	KG/PAX	TARGET 2023 KG/PAX
JANUARY	97 651	686	96 965	93	65	343	190	0,6	0,3	0,2	1,6	0,9	0,9	79,3	44,0	49,1	3,7	4,0
FEBRUARY	94 710	1 185	93 525	90	65	360	213	0,6	0,4	0,2	1,3	0,8	0,9	83,1	49,1	49,1	4,0	4,0
MARCH	84 974	1 164	83 810	81	65	309	183	0,4	0,2	0,2	1,3	0,8	0,9	71,4	42,4	49,1	4,1	4,0
APRIL	59 491	1 389	58 102	56	65	180	107	0,1	0,1	0,2	1,2	0,7	0,9	41,7	24,6	49,1	3,7	4,0
MAY	64 903	1 734	63 169	61	65	185	112	0,1	0,0	0,2	1,4	0,8	0,9	42,7	26,0	49,1	4,2	4,0
JUNE	59 753	1 135	58 102	56	65	156	143	0,0	0,0	0,2	2,0	1,9	0,9	35,9	33,1	49,1	5,5	4,0
JULY	70 357	1 322	69 035	66	65	172	108	0,0	0,0	0,2	3,0	1,9	0,9	39,8	24,9	49,1	3,2	4,0
AUGUST	57 839	1 459	56 379	54	65	168	90	0,0	0,0	0,2	2,1	1,1	0,9	38,7	20,7	49,1	3,7	4,0
SEPTEMBER	64 824	1 813	63 011	61	65	210	131	0,1	0,0	0,2	2,1	1,3	0,9	48,5	30,3	49,1	3,9	4,0
OCTOBER	76 055	1 385	74 671	72	65	257	148	0,2	0,1	0,2	2,3	1,3	0,9	59,5	34,3	49,1	3,8	4,0
NOVEMBER	91 974	2 012	89 961	87	65	127	83	0,1	0,1	0,2	0,6	0,4	0,9	29,4	19,3	49,1	1,8	4,0
DECEMBER	101 439	16 204	85 236	82	65	355	206	0,4	0,3	0,2	1,3	0,7	0,9	82,0	47,7	49,1	5,9	4,0
TOTAL	923 970	31 489	892 481	72		235	143	0,225	0,132		1,68	1,05		54,335	33,027		4	

Resources monitoring including events 2023 NEO Kazan Palace by TASIGO

2023	Co ₂ e	ENERGY/OCCUPANCY				HOT WATER /OCCUPANCY			WATER /OCCUPANCY			Co ₂ e /OCCUPANCY			WASTE/PAX	
MONTH	KG	KWH/M ²	TARGET 2023 KWH/M ²	KWH/ROOM	KWH/PAX	M ³ /ROOM	M ³ /PAX	TARGET 2023 M ³ /PAX	M ³ /ROOM	M ³ /PAX	TARGET 2023 M ³ /PAX	KG/ROOM	KG/PAX	TARGET 2023 KG/PAX	KG/PAX	TARGET 2023 KG/PAX
JANUARY	48 259	52	36	136	86	0,16	0,10	0,05	0,41	0,26	0,22	31,34	19,76	20,36	1,34	3,2
FEBRUARY	43 367	47	36	137	90	0,14	0,09	0,05	0,31	0,21	0,22	31,56	20,78	20,36	1,46	3,2
MARCH	41 778	45	36	137	90	0,12	0,08	0,05	0,36	0,24	0,22	31,75	20,80	20,36	1,65	3,2
APRIL	24 702	27	36	53	36	0,04	0,03	0,05	0,32	0,22	0,22	12,29	8,33	20,36	1,39	3,2
MAY	19 814	21	36	39	27	0,02	0,01	0,05	0,33	0,23	0,22	9,11	6,18	20,36	0,96	3,2
JUNE	17 157	19	36	34	22	0,01	0,01	0,05	0,34	0,22	0,22	7,81	5,16	20,36	0,93	3,2
JULY	32 606	35	36	63	39	0,01	0,00	0,05	0,36	0,22	0,22	14,65	8,96	20,36	0,98	3,2
AUGUST	18 182	20	36	39	23	0,01	0,00	0,05	0,40	0,23	0,22	9,08	5,21	20,36	1,21	3,2
SEPTEMBER	37 160	40	36	82	61	0,01	0,01	0,05	0,28	0,21	0,22	18,90	14,08	20,36	1,24	3,2
OCTOBER	33 917	37	36	85	59	0,06	0,04	0,05	0,37	0,25	0,22	19,74	13,67	20,36	1,33	3,2
NOVEMBER	36 642	40	36	84	59	0,08	0,05	0,05	0,33	0,23	0,22	19,47	13,67	20,36	1,28	3,2
DECEMBER	38 717	41	36	105	72	0,12	0,08	0,05	0,28	0,19	0,22	24,30	16,64	20,36	1,91	3,2
TOTAL	391 755	424		77	51	1	1		0,34	0,22		19	13		16	

APPENDIX Performance Tables

Energy consumption 2021 - 2022 - 2023 Kazan Palace by TASIGO

MONTH	2021	2022	2023	Difference in consumption Kwh C=(B-A)	Difference in consumption % Kwh D=(C/A)/100	2021	2022	2023	Difference in consumption m ³ C=(A-B)	Difference in consumption % m ³ D=(C/A)/100
	Electricity Kwh A	Electricity Kwh B	Electricity Kwh B			Termal water m ³ A	Termal water m ³ B	Termal water m ³ B		
JANUARY	461 288	447 214	422 730	-14 074	-3,05%	734	612	772	-122	-16,62%
FEBRUARY	396 372	400 651	409 998	4 279	1,08%	780	598	707	-182	-23,33%
MARCH	247 837	353 545	367 852	105 708	42,65%	574	669	460	95	16,55%
APRIL	342 756	265 290	257 536	-77 466	-22,60%	319	369	205	50	15,67%
MAY	381 637	267 120	280 966	-144 517	-30,01%	99	172	114	73	73,74%
JUNE	322 717	180 010	258 671	-142 707	-44,22%	36	31	32	-5	-13,89%
JULY	336 738	225 445	304 576	-111 293	-33,05%	42	23	16	-19	-45,24%
AUGUST	313 079	239 223	250 385	-73 856	-23,59%	41	14	26	-27	-65,85%
SEPTEMBER	262 288	264 921	280 625	2 633	1,00%	274	132	72	-142	-51,82%
OCTOBER	267 982	237 087	329 244	-30 895	-11,53%	367	273	218	-94	-25,61%
NOVEMBER	284 263	330 464	398 155	46 201	16,25%	545	510	326	-35	-6,42%
DECEMBER	379 299	430 088	439 132	50 789	13,39%	782	753	454	-29	-3,71%
TOTAL	3 996 256	3 641 058	3 999 870	-355 198	-0,09%	4 593	4 156	3 402	-437	-0,10%

MONTH	2021	2022	2023	Difference in consumption m ³ C=(B-A)	Difference in consumption m ³ D=(C/A)/100	2021	2022	2023
	Water m ³ A	Water m ³ B	Water m ³ B			Recycled Waste kg	Recycled Waste kg	Recycled Waste kg
JANUARY	1 355	1 638	1 953	283	20,89%	2 650	3 605	3 861
FEBRUARY	1 225	1 429	1 472	204	16,65%	2 737	1 754	2 133
MARCH	1 480	1 346	1 503	-134	-9,05%	5 438	3 792	2 521
APRIL	1 504	1 363	1 736	-141	-9,38%	4 318	3 230	2 802
MAY	1 831	1 708	2 005	-123	-6,72%	2 779	5 126	4 485
JUNE	2 601	2 299	3 328	-302	-11,61%	3 099	4 842	3 865
JULY	2 490	2 927	5 227	437	17,55%	3 563	3 403	2 618
AUGUST	2 443	3 368	3 006	925	37,86%	3 142	4 692	4 139
SEPTEMBER	2 792	3 075	2 674	283	10,14%	2 481	4 974	2 279
OCTOBER	1 499	1 299	2 906	-200	-13,34%	3 284	2 972	2 553
NOVEMBER	1 836	1 679	1 832	-157	-8,55%	2 664	4 071	2 511
DECEMBER	1 452	1 707	1 327	255	17,56%	3 919	3 597	4 468
TOTAL	22 508	23 838	28 969	1 330	0,06%	40 074	46 058	38 235

APPENDIX Performance Tables

CO₂ emission of energy consumption 2021 - 2022 - 2023 Kazan Palace by TASIGO

MONTH	2021	2022	2023	Difference in consumption CO ₂ Emission C=(B-A)	Difference in consumption % CO ₂ Emission D=(C/A)/100	2021	2022	2023	Difference in consumption CO ₂ Emission C=(B-A)	Difference in consumption % CO ₂ Emission D=(C/A)/100
	Electricity CO ₂ Emission A	Electricity CO ₂ Emission B	Electricity CO ₂ Emission B			Hot water CO ₂ Emission A	Hot water CO ₂ Emission B	Termal water CO ₂ Emission B		
JANUARY	932 729 276	904 266 708	854 760 060	-28 462 568	-3,05%	1 484 148,00	1 237 464,00	1 560 984,00	-246 684	-0,17%
FEBRUARY	801 464 184	810 116 322	829 015 956	8 652 138	1,08%	1 577 160,00	1 209 156,00	1 429 554,00	-368 004	-0,23%
MARCH	501 126 414	714 867 990	743 796 744	213 741 576	42,65%	1 160 628,00	1 352 718,00	930 120,00	192 090	0,17%
APRIL	693 052 632	536 416 380	520 737 792	-156 636 252	-22,60%	645 018,00	746 118,00	414 510,00	101 100	0,16%
MAY	771 670 014	540 116 640	568 113 252	-231 553 374	-30,01%	200 178,00	347 784,00	230 508,00	147 606	0,74%
JUNE	652 533 774	363 980 220	523 032 762	-288 553 554	-44,22%	72 792,00	62 682,00	64 704,00	-10 110	-0,14%
JULY	680 884 236	455 849 790	615 852 672	-225 034 446	-33,05%	84 924,00	46 506,00	32 352,00	-38 418	-0,45%
AUGUST	633 045 738	483 708 906	506 278 470	-149 336 832	-23,59%	82 902,00	28 308,00	52 572,00	-54 594	-0,66%
SEPTEMBER	530 346 336	535 670 262	567 423 750	5 323 926	1,00%	554 028,00	266 904,00	145 584,00	-287 124	-0,52%
OCTOBER	541 859 604	479 389 914	665 731 368	-62 469 690	-11,53%	742 074,00	552 006,00	440 796,00	-190 068	-0,26%
NOVEMBER	574 779 786	668 198 208	805 069 410	93 418 422	16,25%	1 101 990,00	1 031 220,00	659 172,00	-70 770	-0,06%
DECEMBER	766 942 578	869 637 936	887 924 904	102 695 358	13,39%	1 581 204,00	1 522 566,00	917 988,00	-58 638	-0,04%
TOTAL	8 080 434 572	7 362 219 276	8 087 373 140	-718 215 296	-8,89%	9 287 046	8 403 432	6 878 844	-883 614	-0,10%

MONTH	2021	2022	2023	Difference in consumption m ³ C=(A-B)	Difference in consumption m ³ D=(C/A)/100
	Water m ³ A	Water m ³ B	Water m ³ B		
JANUARY	2 739 810	3 312 036	3 948 966	572 226	20,89%
FEBRUARY	2 476 950	2 889 438	2 976 384	412 488	16,65%
MARCH	2 992 560	2 721 612	3 039 066	-270 948	-9,05%
APRIL	3 041 088	2 755 986	3 510 192	-285 102	-9,38%
MAY	3 702 282	3 453 576	4 054 110	-248 706	-6,72%
JUNE	5 259 222	4 648 578	6 729 216	-610 644	-11,61%
JULY	5 034 780	5 918 394	10 568 994	883 614	17,55%
AUGUST	4 939 746	6 810 096	6 078 132	1 870 350	37,86%
SEPTEMBER	5 645 424	6 217 650	5 406 828	572 226	10,14%
OCTOBER	3 030 978	2 626 578	5 875 932	-404 400	-13,34%
NOVEMBER	3 712 392	3 394 938	3 704 304	-317 454	-8,55%
DECEMBER	2 935 944	3 451 554	2 683 194	515 610	0,18%
TOTAL	45 511 176	48 200 436	58 575 318	2 689 260	0,06%

APPENDIX Performance Tables

Energy consumption 2021 - 2022 - 2023 NEO by TASIGO

MONTH	2021	2022	2023	Difference in consumption Kwh C=(B-A)	Difference in consumption % Kwh D=(C/A)/100	2021	2022	2023	Difference in consumption m ³ C=(A-B)	Difference in consumption % m ³ D=(C/A)/100
	Electricity Kwh A	Electricity Kwh B	Electricity Kwh B			Termal water m ³ A	Termal water m ³ B	Termal water m ³ B		
JANUARY	55 370	147 819	208 914	92 449	1,6696%	245	223,608	241,025	-21,392	-0,08731%
FEBRUARY	53 138	133 015	187 738	79 877	1,5031%	255	175,152	193,384	-79,848	-0,31312%
MARCH	55 808	127 605	180 858	71 797	1,2865%	194,412	196,229	159,03	1,817	0,00934%
APRIL	41 248	103 749	106 934	62 501	1,5152%	107,679	131,934	89,362	24,255	0,22525%
MAY	57 046	93 762	85 776	36 716	0,6436%	43	82,458	39,084	39,458	0,91762%
JUNE	55 428	62 515	74 272	7 087	0,1278%	12,797	20,009	21,062	7,212	0,56356%
JULY	99 857	68 771	141 152	-31 086	-0,3113%	17,308	15,913	12,059	-1,395	-0,08059%
AUGUST	104 103	80 958	78 710	-23 145	-0,2223%	18,515	7,596	17,26	-10,919	-0,58973%
SEPTEMBER	91 913	87 731	160 864	-4 182	-0,0454%	94,835	70,977	28,618	-23,858	-0,25157%
OCTOBER	118 200	70 173	146 828	-48 027	-0,4063%	120,5	114,582	103,906	-5,918	-0,04911%
NOVEMBER	122 401	92 429	158 624	-29 972	-0,2448%	155,91	179,576	143,948	23,666	0,15179%
DECEMBER	177 272	134 960	165 241	-42 312	-0,2386%	155,91	179,576	181,417	23,666	0,15179%
TOTAL	1 031 784	1 203 487	1 695 911	171 703	-0,0016%	1 420,866	1 397,61	1 230,155	-23,256	-0,00016%

MONTH	2021	2022	2023	Difference in consumption m ³ C=(B-A)	Difference in consumption m ³ D=(C/A)/100	2022	2023
	Water m ³ A	Water m ³ B	Water m ³ B			Recycled Waste kg	Recycled Waste kg
JANUARY	254	366	636	112	0,4409%	1 802,27	1 431
FEBRUARY	192	356	428	164	0,8541%	876,933	1 066
MARCH	300	441	479	141	0,47%	1 896	1 201
APRIL	405	472	642	67	0,1654%	1 615,03	1 942
MAY	647	802	725	155	0,2395%	2 562,93	986
JUNE	736	724	740,15	-12	-0,0163%	2 412	942
JULY	559	717	804	158	0,2826%	1 701,47	1 308,67
AUGUST	686	778	792,6	92	0,1341%	2 314,73	2 069
SEPTEMBER	648,5	608	541	-40,5	-0,0624%	2 486,8	1 139,33
OCTOBER	597,55	447	628,5	-150,55	-0,2519%	1 463,4	1 276,43
NOVEMBER	481,5	563	630	81,5	0,1692%	2 035,73	1 255,4
DECEMBER	481,5	563	433,1	81,5	0,1692%	1 798,53	2 234,07
TOTAL	5 988,05	6 837	7 479,35	848,95	0,0014%	22 965,8	16 850,9

APPENDIX Performance Tables

CO₂ emission of energy consumption 2021 - 2022 - 2023 NEO by TASIGO

MONTH	2021	2022	2023	Difference in consumption CO ₂ Emission C=(B-A)	Difference in consumption % CO ₂ Emission D=(C/A)/100	2021	2022	2023	Difference in consumption CO ₂ Emission C=(B-A)	Difference in consumption % CO ₂ Emission D=(C/A)/100
	Electricity CO ₂ Emission A	Electricity CO ₂ Emission B	Electricity CO ₂ Emission B			Hot water CO ₂ Emission A	Hot water CO ₂ Emission B	Hot water CO ₂ Emission B		
JANUARY	12 790,47	34 146,189	48 259,134	21 355,719	1,66965866	56,595	51,653448	55,676775	-4,941552	-0,087314286
FEBRUARY	12 274,878	30 726,465	43 367,478	18 451,587	1,503199217	58,905	40,460112	44,671704	-18,444888	-0,313129412
MARCH	12 891,648	29 476,755	41 778,198	16 585,107	1,286500143	44,909172	45,328899	36,73593	0,419727	0,009346131
APRIL	9 528,288	23 966,019	24 701,754	14 437,731	1,515249224	24,873849	30,476754	20,642622	5,602905	0,225252835
MAY	13 177,626	21 659,022	19 814,256	8 481,396	0,643620937	9,933	19,047798	9,028404	9,114798	0,917627907
JUNE	12 803,868	14 440,965	17 156,832	1 637,097	0,127859566	2,956107	4,622079	4,865322	1,665972	0,563569587
JULY	23 066,967	15 886,101	32 606,112	-7 180,866	-0,311305166	3,998148	3,675903	2,785629	-0,322245	-0,080598567
AUGUST	24 047,793	18 701,298	18 182,01	-5 346,495	-0,222327887	4,276965	1,754676	3,98706	-2,522289	-0,58973805
SEPTEMBER	21 231,903	20 265,861	37 159,584	-966,042	-0,45499548	21,906885	16,395687	6,610758	-5,511198	-0,251573786
OCTOBER	27 304,2	16 209,963	33 917,268	-11 094,237	-0,406319797	27,8355	26,468442	24,002286	-1,367058	-0,049112033
NOVEMBER	28 274,631	21 351,099	36 642,144	-6 923,532	-0,24486728	36,01521	41,482056	33,251988	5,466846	0,151792701
DECEMBER	40 949,832	31 175,76	38 170,671	-9 774,072	-0,238684056	36,01521	41,482056	41,907327	5,466846	0,151792701
TOTAL	238 342,104	278 005,497	391 755,441	39 663,393	0,166413707	328,220046	322,84791	284,165805	-5,372136	-0,016367483

MONTH	2021	2022	2023	Difference in consumption m ³ C=(A-B)	Difference in consumption m ³ D=(C/A)/100
	Water m ³ A	Water m ³ B	Water m ³ B		
JANUARY	58,674	84,546	146,916	25,872	0,440944882
FEBRUARY	44,352	82,236	98,868	37,884	0,854166667
MARCH	69,3	101,871	110,649	32,571	0,47
APRIL	93,555	109,032	148,302	15,477	0,165432099
MAY	149,457	185,262	167,475	35,805	0,239567233
JUNE	170,016	167,244	170,97465	-2,772	-0,016304348
JULY	129,129	165,627	185,724	36,498	0,282647585
AUGUST	158,466	179,718	183,0906	21,252	0,134110787
SEPTEMBER	149,8035	140,448	124,971	-9,3555	-0,062451812
OCTOBER	138,03405	103,257	145,1835	-34,77705	-0,251945444
NOVEMBER	111,2265	130,053	145,53	18,8265	0,169262721
DECEMBER	111,2265	130,053	100,0461	18,8265	0,169262721
TOTAL	1 383,23955	1 579,347	1 727,72985	196,10745	0.141774033

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