



## SUSTAINABILITY REPORT

KAZAN PALACE BY TASIGO & NEO KAZAN PALACE BY TASIGO 2021

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## LETTER FROM THE GM

**2021 was another year of the coronavirus pandemic, full of hardships and challenges for all of humankind.**

Pandemic, lockdowns around the world, economic downturn, political conflicts, and industrial actions. We all found ourselves fenced off from our usual life. The world has been rapidly changing, and we had to adapt to a new reality. We don't know yet what the full medical or economic impact of COVID-19 will be, but it is already clear that the social and economic turmoil will be deep, widespread, and long-lasting.

At the same time, climate change and other environment-related challenges are also mentioned among the problems that have global priority. Our Mother Earth is dying a slow death! And we humans are the reason.

Today, pollution is a global issue that needs to be addressed on all fronts before it engulfs the entire humanity. We understand that the Earth is facing a challenge now and can not plead for itself. Our planet Earth is the land that keeps us alive, we live on its lands and eat what it gives. It raised us and helped us to become who we are. No matter how disruptive it would be for it, it is like a loving mother who is ready to give up everything for her child.

Even with all challenges, TASIGO has taken its first steps towards efficient hotel management in sustainable tourism. In order to save the Earth for future generations, the measures we take are aimed at preserving values, reusing raw materials, reducing single-use plastic waste, and reducing emissions of carbon dioxide and other greenhouse gases. Switching to "green" energy sources is an important condition for our activities.

At the end of 2021, despite all the difficulties we faced, we would like to express our appreciation to TASIGO Team members for their devotion to and love for work. Thanks to everyone who helps us being an eco-friendly hotel. We are fully aware that this is a difficult path, and we have to work hard, but by taking small and confident steps, together we will do everything.

On behalf of everyone at TASIGO, I would like to thank you for your interest in our Sustainability Report.

**Sevda Mysayeva,**  
General Manager Kazan Palace by  
TASIGO и NEO by TASIGO

## WHO WE ARE

**The history of Polimeks construction company began in Turkey in 1995. Because of the implementation of non-trivial solutions in the field of tourism, industrial and architectural design, the company is among the world leaders in the construction industry.**

Polimeks promotes the principles of sustainable development: caring for the environment, social responsibility, and support for contemporary art. Success is not limited to the use of high engineering technologies and the creation of impressive architectural structures, all Polimeks objects are advantageously distinguished by artistic lines, innovative approaches, and environmental solutions.

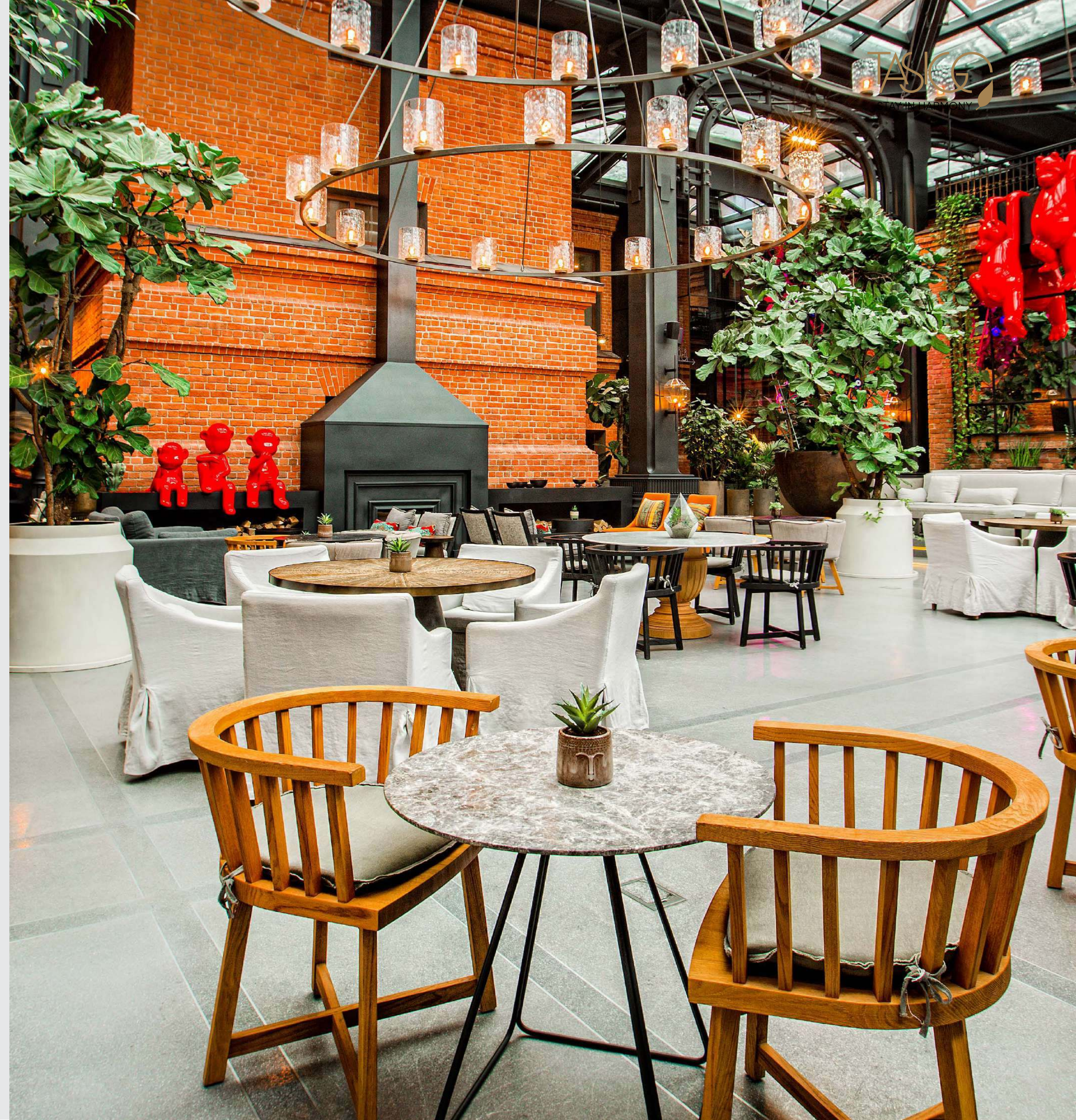
Combining a client-oriented approach with professional experience in the field of art and architecture, Polimeks has created TASIGO, an environmentally sustainable and award-winning brand of hotel management to provide high-quality services.

TASIGO brand is presented by hotels in several countries: TASIGO Eskisehir in Eskisehir, Turkey, NEO Karaköy by TASIGO in Istanbul, NEO KVL by TASIGO in the center of Oysterwijk in the Netherlands, Kazan Palace by TASIGO and NEO Kazan Palace by TASIGO in Kazan, Russia. Polimeks also owns two small hotels in Turkey that are not part of the TASIGO brand – OMM INN (Eskisehir) and Alavya (Izmir).

The presented report reflects statistical data on environmental and social initiatives of Kazan Palace by TASIGO and NEO Kazan Palace by TASIGO hotels in Kazan.

In TASIGO hotels we strive to achieve harmony between traditional and modern, functional and aesthetic, luxurious and eco-friendly.

Warm hospitality, attention to design elements, respect for art, a reflection of local culture, and commitment to the principles of sustainable development are the distinctive features of TASIGO.



# HIGHLIGHTS



32 498

Overall Room Occupied



121

Staff Member



49 702

Overnight Guests



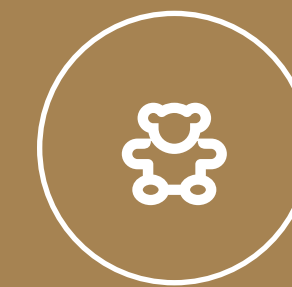
90%

Local Staff



9,2%

Guest Level of Satisfaction



21

Charity events



2

Certificates



3

Awards



## BUSINESS PHILOSOPHY

At Kazan Palace by TASIGO, our award-winning hotel at the heart of Kazan, we aim to strike the perfect chord between the traditional and the contemporary, the functional and the beautiful. Located in an iconic Art Nouveau building from 1910 that was repurposed with state-of-the-art technologies, we act with a dedication to preserve the past as we

work towards the future. As one of the international projects realized by Polimeks Design Group, we are proud to carry the signature of quality and commitment to sustainable design and development. Genuine hospitality is in our DNA.

We continue to extend world-famous Turkish hospitality abroad and work

constantly to make our guests feel at home through elegant simplicity, uplifting comfort, and an ever-welcoming atmosphere.

We continually strive to understand how we can do better. We believe that open communication and collaboration enable us to build upon our existing capabilities, and extend the quality of our services to the next level.

We avoid clichés. Although we believe that the core values of hospitality are unnegotiable, we must be open to innovating everything else. Instead of creating a sense of déjà-vu (or a question of “Did I have this club sandwich before?”), we strive to make your stay invigorating to the mind, body, and spirit at every opportunity. Travel enables us to find inspiration, form connections, and widen our world.

We believe that accommodation should be the pinnacle of that exciting adventure. Unique artistic, gastronomic, and cultural encounters await our guests in every corner of our premises. This is how we make sure that the Kazan Palace experience lingers in the memory long after the stay.



## VISION

**We place our emphasis on customer satisfaction and exceptional quality of service. We show the ultimate attention and care in every field imaginable.**

We strive for perfection in all areas of our operations, including the design of the interior and exterior spaces, the presentation of our rooms, our open communication with guests and staff, and even the level of internet connectivity.

We make sure that our hotel is a pleasurable place both to stay and work in, by taking good care of our personnel's well-being and ensuring that they feel a sense of belonging and ease.

We hold ourselves to the highest possible standard to fulfill our responsibilities towards our guests, our team, and the global ecology. We embrace green initiative practices and eco-friendly modern technologies to reduce our carbon footprint and remain in harmony with nature.

Driven by local history and culture, we also aim to be a part of the global future by staying aligned with the needs of our contemporary world.



## STAY IN HARMONY

### STAY IN HARMONY - TASIGO Hotels Sustainable Development Program

Being an eco-conscious and sustainable enterprise is a never-ending process. At Kazan Palace, we have a devotion to preserving natural resources, as well as local ecosystems. Through our eco-friendly practices, we hope to contribute to a better model of hospitality, one that chooses conservation over overconsumption. Without compromising the quality of our services, we take practical steps every day toward a more sustainable way of operating.

We monitor and take actions for further water and energy conservation, waste disposal and reduction, and the use of renewable materials. Our current energy-saving system has been proven to save up to %44 of electricity. On the water conservation front, we have set up a plumbing system that significantly reduces water use.

We continue to reduce our waste production and segregate different kinds of wastes following local structures. We ensure that our cleaning products are non-toxic and biodegradable.

We organize training sessions with our team and staff on the issue of sustainability and motivate them to implement best sustainability practices both at work and at home.

We encourage our staff to present Stay In Harmony to our guests, suppliers, contractors, agents, and wholesalers. We hope that these actions will create peace of mind for our guests, in the same way that it does for us.

**We hope that the principles which Kazan Palace by TASIGO are close to our guests, and they will let them find harmony just like we do.**



# TASIGO LUXURY

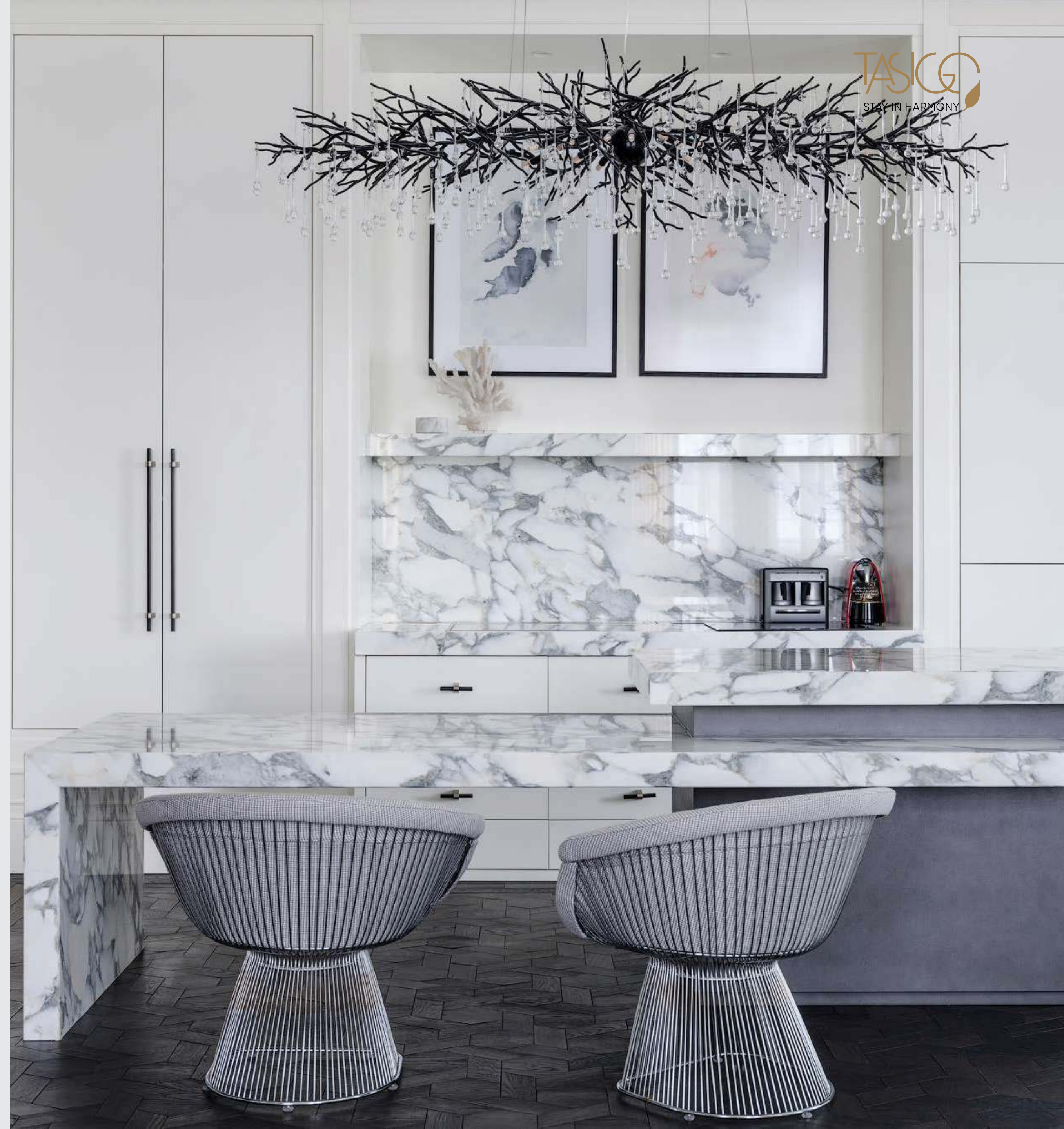
The definition of luxury is constantly changing. In today's hectic world, we believe that real luxury is the ability to disconnect and relax, to remain present in a way that engages our five senses. Instead of the overused and traditional definition of luxuriousness, which brings to mind the image of endless extravagance, we aim to provide unique and priceless experiences that turn into unforgettable moments.

We believe that art is one of life's greatest pleasures, and therefore work to bring together and present works by contemporary artists from different disciplines under a cultural vision. We are aware that how we make our guests feel is of utmost importance. As in most situations, what matters

most in hospitality is emotion, the human element. Whether it's enjoying a delicious breakfast prepared with fresh local products and unique tastes, relaxing in your room designed with absolute comfort in mind, treat yourself to a day of self-care in our indulgent Turkish Hamam and spa, Kazan Palace has got you covered.

To accommodate all elements of the stay, we make sure to provide hand-picked, quality items to make the experience more fulfilling and special.

**We have thought about every little detail for you, so all you have to do is sit back, relax and enjoy.**





## AWARDS

### **2021 CRE Federal Award NEO**

Annual professional Commercial Real Estate Awards. Awards are given to the best object in their class, complying with modern CRE requirements.

### **Top100awards The Best Venue for events in the Volga Federal District in 2021**

Top100awards - Russian award, wedding, and event ranking professionals and the best event venues in the country.

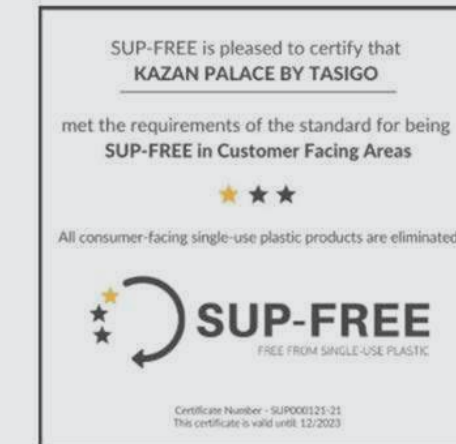
### **Robb Report Best of the Best in the travel category**

Robb Report brand has been following the world of luxury and selecting the best of the best. The Best of the Best award is one of the most authoritative and important in the luxury market.



## GREEN GLOBE

Hotel Kazan Palace by Tasigo got the Green Globe International Standard certification in April 2021. The Green Globe certification is a structured assessment of the sustainability performance of travel and tourism businesses and their suppliers. The standard includes 44 core criteria supported by over 380 compliance indicators. The applicable indicators vary by type of certification, geographical area, and local factors. By following these standards, we are becoming more environmentally friendly and also promoting sustainable development. Businesses can monitor improvements and document achievements leading to certification of their sustainable operation and management.



## SUP-FREE

Plastic production worldwide has increased from 2 million tonnes produced in the 1950s to 380 million tonnes in 2015 and is continuing to grow. The production is expected to double in the next 20 years and even quadruple by 2050, the year in which the weight of plastic in the ocean will be equal to the weight of all fish. Moreover, the footprint production will be equal to 615 coal-fired power plants operating at full speed.

**Kazan Palace by Tasigo met the requirements of the standard for being SUP-FREE in Customer-Facing Areas in December 2021. Plastic Free Certification is an innovative startup that supports companies in the reduction of disposable plastic until its complete elimination.**

# SUSTAINABLE DEVELOPMENT IN HOSPITALITY

## QUALITY MANAGEMENT

As Kazan Palace by Tasigo, we recognize our impact on the environment and we aim to reduce it in every available manner without compromising the excellence in our way to welcome our guests. For this reason, we created a program called Stay in Harmony

## RESOURCE MANAGEMENT

Resource management as part of Sustainable Management is all about doing more with less. Nobody likes waste, especially in the hotel business. Resource management is centered on optimization and efficiency. When you know what you need to make a business successful, you can effectively understand how to plan resources efficiently.

## WASTE MANAGEMENT

Hotels are chief consumers of resources, and they immensely contribute to the generation of waste. In the era of a Green Economy and green strategies, recycling would benefit not only the environment but also the industry. The hotel industry needs to have an effective waste management system that focuses on reducing waste, reusing useful materials, and recycling them. Commercial processes tend to generate a lot of waste and require regular maintenance and expensive waste disposal.

## GREEN PURCHASING

Environmentally preferable purchasing involves choosing products and services that will have no negative effect on the human body, society, and the environment when competing with products and services that serve the same purpose, adding to the traditional parameters of price, quality and functionality.





# QUALITY MANAGEMENT

- SUSTAINABILITY POLICY
- GREEN TEAM MISSION
- PREVENTION OF CHILD EXPLOITATION POLICY
- HUMAN RIGHTS AND EQUALITY POLICY
- ANTI-BRIBERY AND CORRUPTION POLICY
- COMPUTER SHUT-DOWN POLICY
- CODE OF ETHICS
- GREEN EVENTS PROPOSITION
- LOBBY LIGHT REDUCTION PROCEDURE
- PREVENTING SINGLE-USE PLASTIC POLICY
- PET-FRIENDLY POLICY

# CODE OF ETHICS

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

TASIGO Hotel regards natural life and the individual as the center of its business cycle. It values the ideas and opinions of its employees on the way to the company's goals and encourages their participation as they share the success of the organization. It realizes products and services in a way that contributes to the continuation of the next generation's life and global sustainability with equipment and applications following nationally and internationally accepted environmental legislation. TASIGO Hotel manages its processes within the framework of the legislation published by all legal authorities within the scope of its business.

To realize the processes, the building was built with the appropriate design plan with the smallest detail in mind, with a safe living and working space for guests and employees. Processes are managed in line with efficiency and productivity criteria. Through the correct, effective, and economical use of resources, appropriate hardware and software systems have been installed and placed after the risk assessment process workflow, and a safe and standards-compliant working environment has been designed. Application stages are defined and guaranteed in the documentation system to deliver a product and service presentation that is high-quality, beyond expectation, and standards-compliant.

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

Monitoring and control of processes are provided by verification analyzes, drills, maintenance, correction, and improvement actions. Confidentiality is essential in our company's process practices and communications with all stakeholders. The issues defined in the privacy policy determined in our internal regulation and the protection and security of all the information shared with us by our stakeholders are defined in the documentation system following the Law on the Protection of Personal Data and confidentiality application obligations are shared with the employees.

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



## SINGLE-USE PLASTIC POLICY

**To reach our sustainability goal, we have set up targets:**

- We set up a target to reduce single-use plastic products that are customer-facing by 90% in 2021, using 2020 as a baseline.
- We set up a target to reduce single-use plastic products that are covering back-of-house operations by %70 in 2022, using 2020 as a baseline.
- We set up a target to reduce all of our single-use plastic waste by 100% in 2023, using 2020 as a baseline.

TASIGO Hotel Group is fully committed to ensuring the reduction of single-use plastics in compliance with the Stay in Harmony program and the

current waste regulations in each country where the group operates. We are aware that the hotel industry has a large share of this amount of waste. The eco-friendly Tasigo Hotels aim to be a leader in sustainable and socially-responsible tourism by removing single-use plastic and adhering to strict recycling and waste management system.

**Purpose: The Single-Use Plastic (SUP) Policy engages Hotel members of Tasigo Hotel Group to commit to removing and/or reducing the use of Single-Use Plastic from all operations and services as well as working towards finding positive solutions for reducing unnecessary waste across hotels. The ultimate goal is to achieve a single-use plastic-free organization across our workforce, operations, and assets.**

**All employees of the Tasigo Hotel Groups have a personal responsibility in the way that they commit to this policy. The top management will make sure they are fully aware of the reduction strategies mentioned in this policy.**

**TASIGO Hotels Group commits to:**

- Identify the Single-Use Plastic in the hotel's operations;
- Calculate the cost to phase out Single-Use Plastic;
- Create targets for Single-Use Plastic reduction;
- Train staff to ensure that Single-Use Plastic items are phased out at hotel locations;
- Talk to the municipality or NGOs at every opportunity to bring improved recycling of plastic and other materials where possible at municipal facilities;
- Propose to create creative solutions to Reduce Single-Use Plastic items and to propose re-use areas at points that cannot be reduced;
- Work with the supply chain to raise awareness and minimize the use of Single-Use Plastic in service delivery and seek sustainable alternatives;
- Encourage the use of recycled plastic and pursue pioneering recycling opportunities where Single-Use Plastic is unavoidable;
- Encourage all our business partners to adopt Single-Use Plastic policies;
- Share best practices and information about plastic-free initiatives with our guests through communication channels;
- Work with external organizations that do not use disposable plastic yet and support our package minimization policy as part of our green purchasing policy;
- Communicate the importance of protecting our urban and rural environments and support and encourage positive initiatives, campaigns, and actions to reduce plastic waste;
- Not use products that contain plastic micro-beads including for spa operations;
- Offer refilling reusable water bottles for free;
- Stop serving drinks with plastic straws. Offer paper or reusable straws as a sustainable alternative only when a customer requests it;
- Reduce the serving of single-use plastic sachets for condiments;
- Recognize leaders cutting plastic waste to propagate their practices.



# SINGLE-USE PLASTIC: THE IMPACT AND POSSIBLE SOLUTIONS

**Our world is experiencing a waste crisis. 12% of global waste consists of plastic. Accordingly, since plastic has an extremely difficult and lengthy process of breaking down in nature, this rate keeps increasing every year. Millions of turtles, seabirds, and other wildlife die each year from complications directly related to plastic consumption. It's estimated that as many as 70% of seabirds and 30% of turtles have ingested some type of plastic from the ocean. Even not disposable ones, we now prefer eco-friendly items made with natural materials rather than plastic.**

A policy of banning single-use plastics from all hotels, which comprehensively addresses the growing plastics crisis would phase out certain single-use plastic products. Kazan Palace opted to stop serving drinks with plastic straws and instead provides biodegradable alternatives upon request.

## Eco-alternatives list:

1. Eco-friendly room amenities
2. Dispensers for shower gel and soap in guest rooms
3. Reusable laundry bags
4. "Upon request" option
5. Biodegradable coffee pods in guest rooms
6. Plastic-free tea bags in the guest rooms
7. Sugar-eco packaging
8. Wooden cubes Stay in harmony and Towel cards
9. Eco decorations without balloons and confetti
10. Eco-friendly takeaway boxes
11. Straws upon request
12. MY CUP, PLEASE!



# REPLACING PLASTIC PRODUCTS WITH REUSABLE ALTERNATIVES

## Plastic-free and zero-waste decorations

In 2021, Kazan Palace by Tasigo & Neo hotels met the requirements of the standard for being SUP-FREE in Customer-Facing Areas. The same year, we moved beyond the guest rooms to be single-use plastic-free in the entirety of the event halls of the hotel. We provide wooden letters, led candles, and reusable rose leaves.

Avoiding plastics and other such disposable and non-biodegradable materials can help eliminate the amount of waste piling up in landfills across the world. Chemicals and toxic substances can pass through the trash and into the soil, sometimes affecting the groundwater and poisoning the water table.

The plastic-free decor is our main goal. We should try our best to stay away from conventional decor such as mylar balloons, plastic confetti, glow sticks, cheap plastic favors, etc.

## Eco-friendly takeaway boxes

Recent years have marked a rise in awareness about the detrimental impacts of plastic pollution. Plastic clogs up waterways, floats along the surface of the ocean, kills marine life and wildlife, and is even found in human tissue. New research has also shown that plastic, when exposed to solar radiation, releases methane (a potent greenhouse gas) and ethylene, especially as it degrades. Seventy-nine percent of the world's plastic is not recycled. Most of that previously recycled plastic is now being landfilled or incinerated.

Biodegradable takeout containers are made from plants that are regrown annually. This means that they are sustainable and can be produced again and again. By using fiber from sugarcane to produce food containers, this waste is upcycled rather than wasted. Today, the whole world is taking measures to curb plastic usage and trying to find biodegradable

alternatives to plastic. One such solution that has recently gained global attention is Cornstarch products. We have changed our takeaway containers from plastic to cornstarch.

The products made from PLA decompose in a few months, providing a unique solution to the existing pollution and danger from the excessive use of one-time-use plastic products. So, providing consumers with one of eco-friendly products, made from cornstarch, can address and replace plastic-based commodities tormenting the environment.



# PLASTIC STRAWS

**Straws makeup about 4 percent of plastic trash by piece, but far less by weight. Straws on average weigh so little—about 0.42 grams—that all those billions of straws add up to only about 2,000 tons of the nearly 9 million tons of plastic waste that yearly hits the waters.**

Each year more than 35 million tons (31.9 million metric tons) of plastic pollution are produced around Earth and about a quarter of that ends up around the water.

A policy of banning single-use plastics from all hotels, which comprehensively addresses the growing plastics crisis would phase out certain single-use

plastic products. Kazan Palace opted to stop serving drinks with plastic straws and instead provides biodegradable alternatives upon request. We have changed plastic straws from plastic to paper.

**Since 2020 plastic straws have been removed from restaurants of the hotel.**

**The average monthly consumption was 1700 pieces. Thus, a total of 20.600 plastic straws, approximately 8,6 kg of plastic waste was reduced from January 2021 until the end of the year.**



## MY CUP, PLEASE!

“My Cup, Please!” is an association of people who are passionate to the problems of overconsumption and overuse of disposable products, the production of which is incompetently spent on natural resources. The association wants to reduce the amount of single-use plastic consumption by drawing the attention of businesses and society to this problem. They are supporting eco-friendly alternatives - whether it's a drink at a cafe table from a ceramic cup or a takeaway in your mug.

The majority of disposable cups are made from paper plastic laminates (PPL) which consist of high-quality cellulose fiber with a thin internal polyethylene coating. There are limited recycling options for PPLs and this has contributed to disposable cups

becoming a high-profile, problematic waste. But forests do not regenerate at the rate that millions of disposable containers are consumed per day. According to the research company IMarketing, about 6 billion disposable paper cups are used annually in Russia. Switching to reusable analogs will save 367,000 tons of wood and 5.8 billion liters of water, as well as reduce waste by 42,000 tons per year. This is a tremendous savings of natural resources and the unloading of our planet overflowing with landfills.

**In 2021, with plastic pollution building, Kazan Palace by Tasigo Team is encouraging customers to boycott single-use cups and we are offering a 10% discount for customers who bring their cups.**



# PET-FRIENDLY POLICY

## Pet-friendly policy

NEO by TASIGO is pet-friendly and proud of it! We gladly welcome our guests traveling with pets. Specially developed dog beds and cushions with the logo of Tasigo created by "Badger's woods" which are eco-friendly and dog-approved.

## Pet-Friendly package includes:

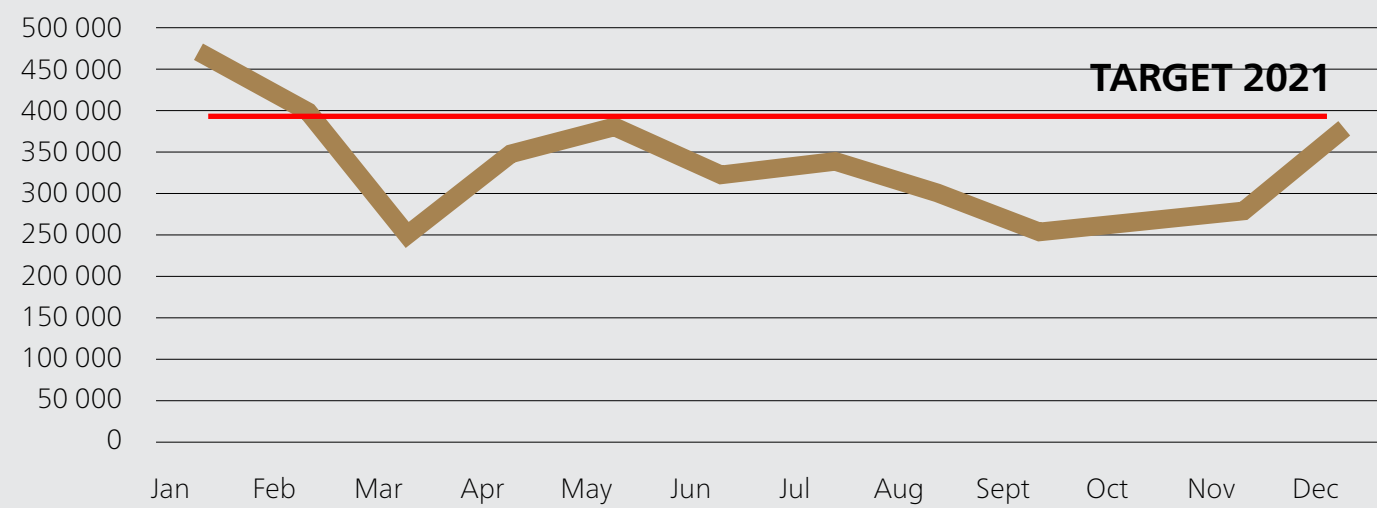
Overnight accommodation in a Comfort Room of NEO by TASIGO  
Daily in-room breakfast for two guests  
Complimentary pet-friendly amenities:

- One plush dog/cat bed
- Water and food bowls
- Bottled water
- Welcome treats
- Potty pads for dogs or cat litter
- A plush toy
- Pet Wipes



# RESOURCE MANAGEMENT

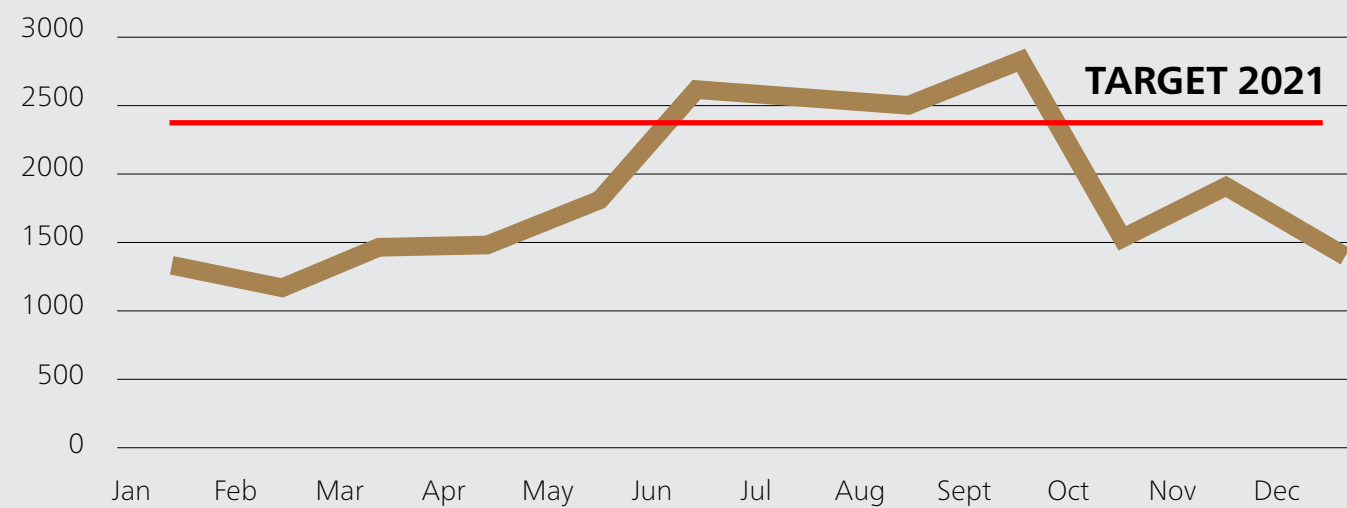
Electricity, kWh



**0.05% more than last year**

- Light Reduction Procedure
- Computer Shot Down Policy
- Earth Hour Every year
- Air-conditioning and HVAC

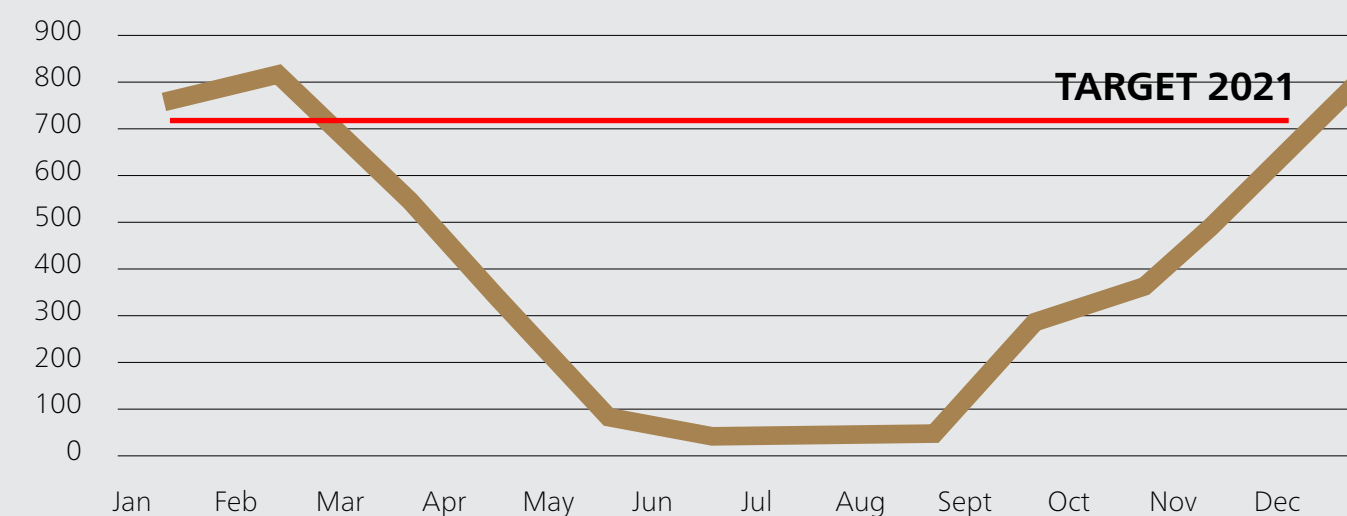
Water, m<sup>3</sup>



**0.03% less than last year**

- Faucet Aerators
- The plumbing system that significantly reduces water use
- Daily monitoring and analyzing water consumption
- Towel and linen programs - Room Cards

Thermal water, m<sup>3</sup>



**0.14% more than last year**

- Green Room Rate Green Room Rate was implemented to propose the clients decline housekeeping services and get a 15% discount on accommodation from 2021.
- Green Room Rate - we sold 38 rooms





# GREEN PURCHASING

An environmentally responsible procurement policy was developed, which implies a preference for at least the following groups of goods that have Eco-labels or have any environmentally preferable characteristics (absence or reduced content of harmful components in comparison with analogs, energy efficiency, the presence of secondary raw materials in the composition, absence of chlorine as a whitening agent and others).

- all cleaning agents
- consumable guest accessories (soap, shampoo, shower gel)
- lamps (LED lights)
- coffee and tea (Eco-certified)

Control of the implementation of the environmentally responsible procurement system in the organization and the execution of supply contracts will be provided. We exclusively use FSC-certificated paper products in our hotel, which ensure that harvested trees are either replaced by planting new ones or naturally regenerated. We want to ensure that future generations can witness and enjoy forests as much as we can.

## Policy applies to the following types of goods

- office appliances and equipment
- trash bins
- paper for printing FSC certified
- toilet paper and paper towels



## WASTE MANAGEMENT

We have concluded contracts to treat all types of waste (transportation, processing, disposal, neutralization, and placement). Legal entities that carry out further waste management have the necessary licenses for the relevant type of activity.

The following types of waste have been collected separately and transferred for recycling: waste paper, cardboard, plastic (PET, HDPE, PVC, PP), glass, metal, food, and oil. The segregated collection system extends to conference areas and office spaces. Separate waste containers appropriately labeled and easily accessible to guests and staff. There is the monitoring of waste generated by category, and this data is benchmarked. Retired linens are given to Human Refuge and animal shelters.

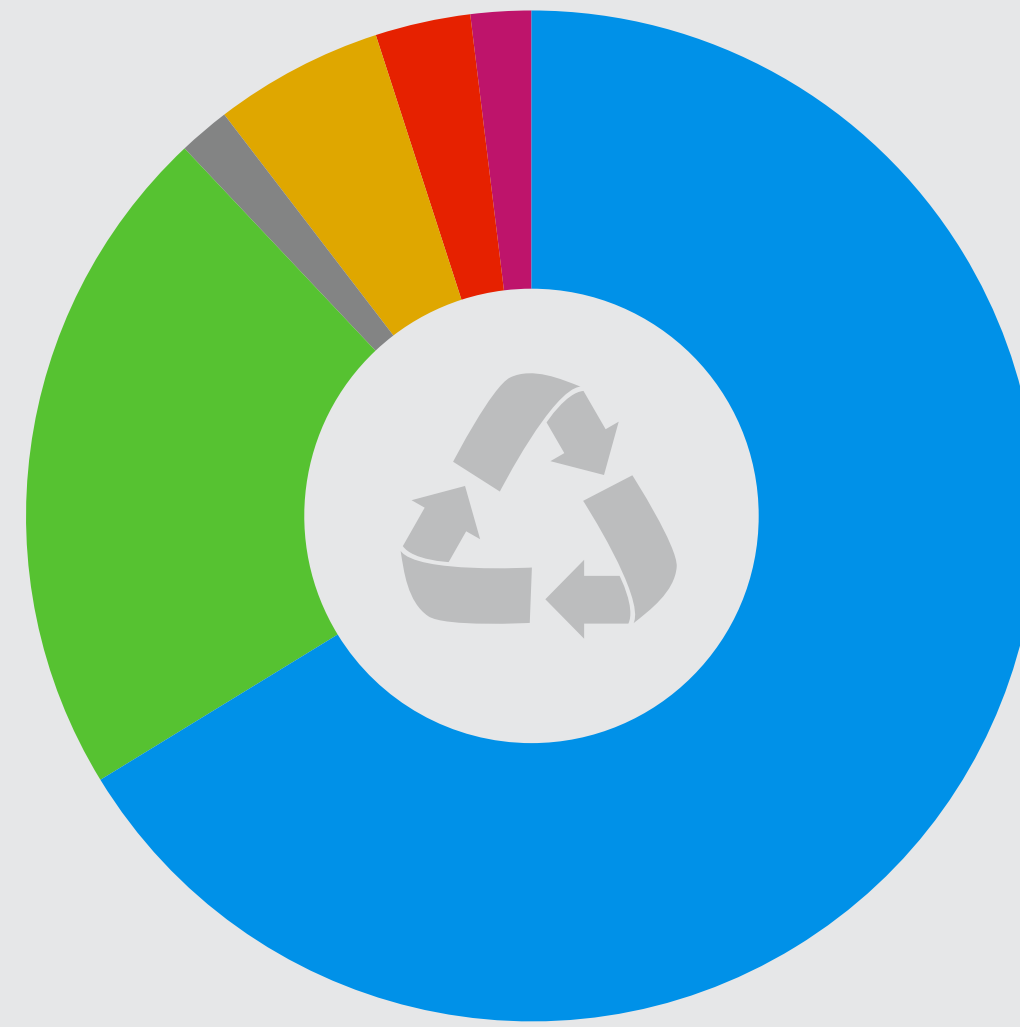
All batteries, bulbs, and other electronic wastes are collected separately and sent to "Megapolisresurs" (Chelyabinsk city),

which accepts batteries for recycling. Up to 94.4% of secondary resources are returned to industrial circulation, which is comparable with the best world practices. They extract iron, non-ferrous metals, and salts from the batteries. The resulting material of battery recycling the most important variety of secondary raw materials - black scrap, copper powder, manganese dioxide, zinc powder is of great scientific and economic interest.

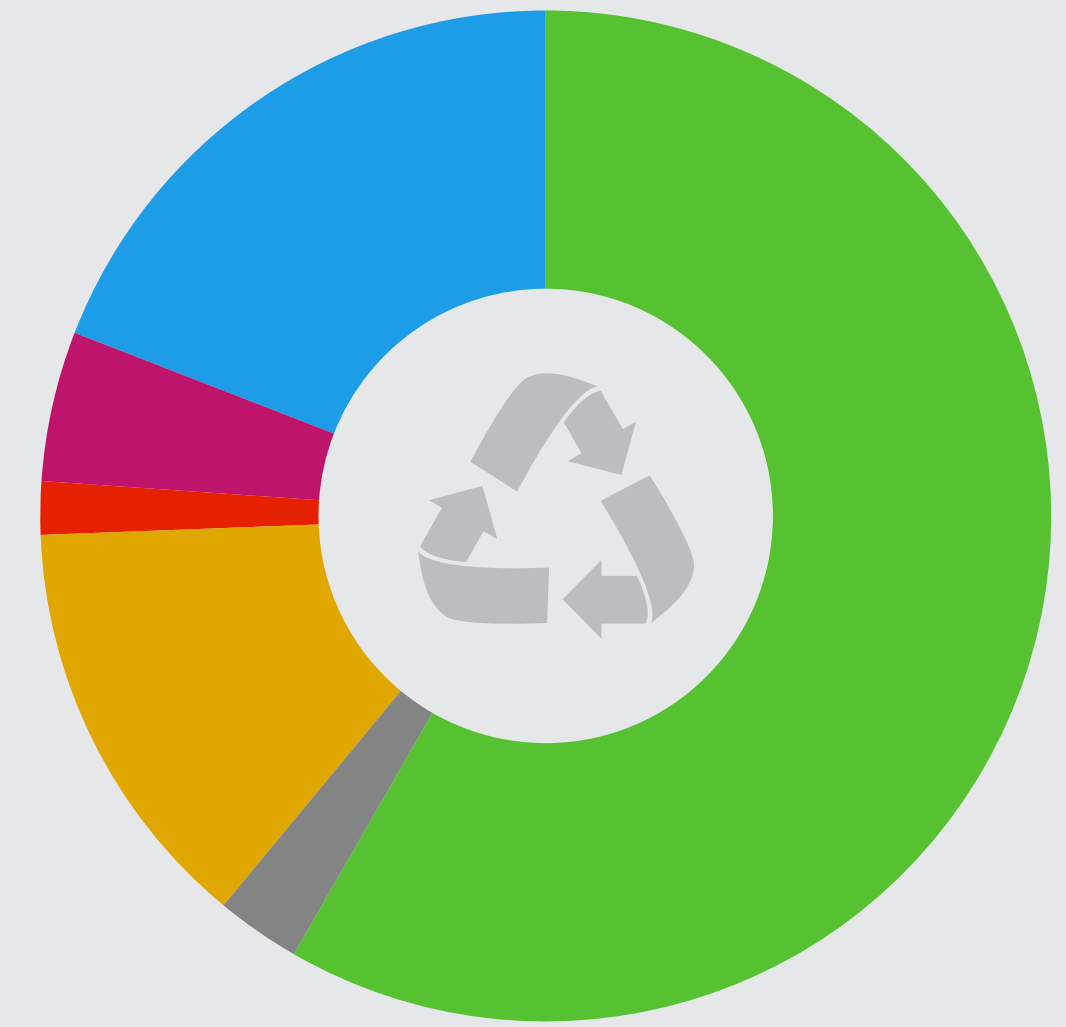
Every week we sent 50-60 kg of food waste to animal shelters. Food scraps for animals can save volunteers and the company's money. It is often cheaper to feed animals with food scraps rather than having them hauled to a landfill. Diverting food scraps to animal shelters costs Kazan palace by Tasigo half the price of sending the scraps to the landfill.



# WASTE MANAGEMENT MONITORING



● Glass	_____	<b>48 700 кг</b>
● Food Waste	_____	<b>15 949,2 кг</b>
● Card Board	_____	<b>1 209,8 кг</b>
● Plastic	_____	<b>3 980,2 кг</b>
● Metal	_____	<b>2 241,8 кг</b>
● Paper	_____	<b>1 422,5 кг</b>



● Batteries	_____	<b>0%</b>
● Glass	_____	<b>58,3%</b>
● Metal	_____	<b>2,7%</b>
● Card Board	_____	<b>13,4%</b>
● Paper	_____	<b>1,7%</b>
● Plastic	_____	<b>4,8%</b>
● Food Waste	_____	<b>19,1%</b>

# ECO-FRIENDLY ROOM AMENITIES

As Tasigo Hotel Chains, we are aware that the hotel industry has a large share in this amount of waste. In 2020, we set out bold and far-reaching goals to have all rooms free of single-use plastics in the locations where we operate. In place of alternative packaging, we're investing in our properties. We strive to be a pioneering company to become single-use plastic-free while continuing to elevate the quality of the experience of its clients.

With the need to improve our environment, we have made some positive changes to our room amenities and toiletries. Our Stay in Harmony project is to provide as many eco-friendly alternatives as possible and we thought we would share some of these with you.

## Eco-friendly toothbrushes

Bamboo Dental Kits have considerably reduced the amount of single-use

plastic we are making. The bamboo toothbrush has a biodegradable handle and these have already proved to be extremely popular!

## Environmentally friendly sanitary bags

Eliminating plastic bags is an important step if you want to Go Green. Within our boxed and sachet amenities, we have changed our sanitary bags from plastic to paper. They'll do the same job but will have far less impact on the environment.

## Eco-friendly packaging for hotel amenities

Our goal is to cut out wrap wherever possible, so our Bamboo Dental and Vanity Kits are sealed in paper within their recycled cardboard boxes.



## DISPENSERS FOR SHOWER GEL AND SOAP

Dispensers are an excellent eco-friendly solution. Dispensers enable us to offer guests amazing toiletries without using and throwing away as much plastic. Generously sized bottles can be refilled time after time and can also be a cost-effective solution for hotels.

**After implementing the dispensers for shower gel and soap consumption decreased on average by 46662.0 RUB (\$622) per month. Thus, a total of 559944.0 RUB (\$7466) was saved from January 2021 until the end of the year.**

### Single-use items "Upon request"

The Single Use Plastic (SUP) Policy commits Tasigo Hotels to act to remove and/or reduce the use of Single-

Use Plastic from all operations and services as well as working towards finding positive solutions for reducing unnecessary waste across hotels. The ultimate goal is to achieve a single-use plastic-free organization across our workforce, operations, and assets.

**After implementing the "Upon Request" card consumption of room amenities decreased on average by 16221.2 RUB (\$216) per month. Thus, a total of 194,654 RUB (\$2595) was saved from January 2021 until the end of the year.**



## REUSABLE LAUNDRY BAGS

The practice of using plastic laundry bags is common for many hotels. Having abandoned the use of disposable plastic, Tasigo hotels have found an alternative replacement for the usual laundry bags. In our rooms, guests will find reusable bags made of textiles, tactilely pleasant, stylish and very durable.

In addition to caring for the environment in a broad sense, we try to support people and communities who are trying to make the world more sustainable and comfortable

for socially vulnerable groups of the population. Choosing a partner for the production of bags for we have started cooperation with the social project "Wonder Moms", which provides jobs to mothers who find themselves in a difficult life situation.

Our cooperation for the laundry bags production has become an example of social partnership, which we strive to support and develop, ensuring the stability not only for our company, but also for local businesses.

# BIODEGRADABLE COFFEE PODS, PLASTIC-FREE TEA BAGS, AND SUGAR



Clipper announced in October 2018 that they had created what they believed to be the first ever completely plastic-free bag, made using natural plant-based materials. With these, you simply make your cup of tea as usual before putting the tea bag in your food waste bin or compost. Clipper tea bags are also unbleached.



As they're guaranteed to be entirely biodegradable, the capsules degrade completely within 12 weeks so they can be placed in the waste. They can also be commercially composted, or placed in the compost. These capsules are made from 100% certified renewable resources and are guaranteed to be entirely free of BPA's, OGM's, PVDC, and aluminum.



In 2021 we have designed Tasigo's new sugar cubes in plastic-free paper packaging.

The scientists found that one plastic tea bag releases around 11.6 billion microplastics and 3.1 billion smaller nano plastic particles into the cup. Those, in turn, end up in the drinker's digestive system. That's why we eliminated all single-use plastics in the guest rooms.

- we replaced tea bags with plastic-free tea bags.
- replacing plastic coffee pods with compostable coffee pods prevented more than 3536 pods annually from generating 1,3 kilograms of plastic waste.
- replacing plastic sugar bags with plastic-free sugar cubes prevented more than 15880 plastic packaging annually from generating 2,3 kilograms of plastic waste



## RESOURCES SAVING

### WOODEN CUBE STAY IN HARMONY

One of our goals is to save resources for future generations, which means we need to start their reasonable consumption today. We have decided to abandon paper in the rooms. Our wooden cube Stay in Harmony became an alternative to any printed products. The cube with a QR code that includes the website URL, information about room amenities "Upon request" list, menu, Green Globe certification, SUP-Free certification, and eco-activities of the hotel.

This initiative can become decisive for hospitality in Russia and we are glad to be pioneers!

Also, the cube is one more option of guest communication. In order to change bed linen guests only need to leave the cube on the bed, and the housekeeping staff will change the linen during cleaning.

### SAVE WORLD... SAVE TOWEL...

Every day tons of detergent and millions of gallons of water are used to wash towels that have been used only once. A towel on the rack means, 'I'll use it again.' A towel on the floor or in the tub means, "please exchange". By putting an environmental spin on towel washing, the hotel saves on the labor cost of restocking and washing all of those extra towels and sheets. It turns out, however, that reusing towels and not changing them every day does save significant amounts of water and energy.

Offering the chance to skip washing towels and sheets every day, in a bid to save water and energy.

The Kazan Palace Hotel estimates that the request reduces the number of loads of laundry washed—as well as the related water, sewer, energy, and labor costs—by 17 %. Such programs increase the lifespan of towels and linens, thus reducing replacement costs.

## SOCIAL ACTIVITIES

We prefer local brands and social entrepreneurship. This allows us to use high-quality products and provide responsible businesses with constant orders, contributing to its development. Regularly, we cooperate with public and charitable projects, helping the most vulnerable social groups, among which people with ASD, single mothers with many children, and the disabled are most often among them.

**In 2021 we run 21 socially-oriented campaigns, including:**

- **CHARITY MASTERCLASSES**
- **ANTON'S RIGHT HERE**
- **WONDER MOMS**
- **INCLUSION AT TASIGO "SUN INSIDE"**
- **LETTER TO SANTA CLAUSE**
- **ANIMAL WELFARE**
- **HUMAN'S REFUGEE**

# CHARITY MASTERCLASSES

**Команда TASIGO провела  
12 мастер-классов для детей.**

BTASIGO Team held 12 masterclasses for children. All funds had donated to Charity Organizations to support social service agencies with critical programs that empower adults with disabilities, children with special needs and youth-at-risk, persons with mental health conditions, seniors, and families in need of support.

**Ronald McDonald House –  
"Junior Chef"**

**Hospital Children Project**

**Masterclasses -  
Christmas Tree Toys**

**Culinary Masterclasses**

**Community of Champions**

In support of the children with disabilities which is part of the "For Children" charity organization of the Republic of Tatarstan, Hotel Kazan Palace by Tasigo provides conference rooms free of charge for charitable masterclasses such as painting and making wax candles with herbs or creating essential oils. All funds raised are used to pay hospital babysitters, who are on call around the clock with children from the orphanage in case a child is admitted to the hospital for treatment.





## "ANTON'S RIGHT HERE!"

**Within the framework of the Stay in Harmony initiative in the lobby of NEO Kazan Palace by TASIGO, there was an exhibition «Life is when live normally» to draw the attention of society to people with autism through the creativity of the workshop on «Anton's Right Here».**

Center «Anton's Right Here» is the first center of creativity, learning, and social rehabilitation for adults with autism in Russia. The foundation's mission is to create a working integrated model of support for people with ASD

throughout their lives. On the products of the workshop of the center, which were created by people with autism, there are quotes from students of the center «Anton's right here». Everyone can find an item to their taste, whether it is a ceramic cup with deep thoughts, a notebook in which you can leave notes about your journey, a comfortable pillow for cozy rest, and many other touching articles.

**"Get involved and help create a society that works for autistic people"**



## "WONDER MOMS"

"Wonder Moms" is the first social entrepreneurship project we started to cooperate with. We got in touch with the manager of the project Oksana Pogodina who had founded clothing manufacture. The idea of the project is to provide jobs to mothers who can not leave their children to go to work. Oksana opened a workshop where women can come for a short time and complete orders while their children played together. They can also take their work home. Oksana helps some of the women with training and equipment. The workshop tailors a large variety of items, but we approached them with a particular order: we wanted reusable cotton laundry bags for our hotel rooms.

As a result of this cooperation we removed a single-use item from the household and replaced it with a reusable alternative, also we placed a large order for the local

social entrepreneurship project. We took things a step further and are experimenting with disposable slippers now. If we find a perfect solution, we will provide our guests with slippers of recyclable materials. It would be great to make slippers that the guests would be pleased to take home!

They tailored many things for Tasigo:

**30 pcs - big bags for the laundry,**

**10 pcs - reusable bags for recyclable materials,**

**4 pcs - aprons and garbage bags for our gardeners,**

**190 pcs - bags for hairdryer,**

**190 pcs - laundry bags**

**190 pcs - covers for extra pillows in the hotel rooms.**



## INCLUSION AT TASIGO

In December 2021, we invited girls with disabilities who are considering traveling and whether our hotel and handicapped rooms will meet their needs. We shot a video about how comfortable the hotel and handicapped rooms are for people in wheelchairs, and asked girls to describe the shortcomings to fix them in the future. We received their feedback about the level of accessibility of the hotel infrastructure.

### “Sun Inside”

Our partner, “Sun Inside”, where people with disabilities work, has produced notepads, socks, and badges with a national pattern for a long time. There are several amazing ideas in this plan at once: an interesting interactive evening in a design hotel for the wards of the project, new knowledge they can use in their work to earn more, and acquaintance with our requirements for the product. As a result, the hotel would have unique hand-crafted national merchandise produced locally!





## LETTER TO SANTA CLAUS

**New Year is a real symbol of magic.** This is exactly the time when we all make wishes and look forward to our dreams coming true. Children living in orphanages and boarding schools are also waiting and hoping for a miracle to happen. Pupils of such social institutions, of course, always get tasty and useful gifts, unfortunately, being often impersonal. During these fabulous days, each child would like to receive exactly the gift, he or she wishes with heart's desire. However, these kids do not have moms and dads who fulfill the desires of their children in an ordinary family.

That is why our company has initiated a special charity event "Letter to Santa Clause" at the beginning of December 2021.

We have placed 73 letters from children with disabilities on the hotel's Christmas tree. The letters were sent by pupils of Kazan School No. 1, 51, 142, 156, and Lyceum No. 78 from inclusive classes of schools. Guests and hotel staff had the opportunity to fulfill the children's dreams by taking any letter from the Christmas tree and sending the gift to their address.

## ANIMAL WELFARE

Animal shelters need our help. As the COVID-19 pandemic continues, animal shelters and rescues have been working with reduced staff and resources. Our team has attended shelters for homeless animals many times as volunteers. It is the physical help that is often the most needed. The shelters also need household items, medicines, food, old blankets, and pillows for the animals do not freeze. So naturally, we're loving all the creative ways shelters and pet people have come together for the greater good.

We've donated to and supported animal shelters in:

### **We've donated to and supported animal shelters in:**

- **50 dogs and cats are neutered**
- **10 dog booths were built for the shelter**
- **500 kg of dog and cat food donated**
- **veterinary services and physical works were provided**
- **cleaning the territory of the shelter**
- **TASIGO Team members took dogs for a walk in the woods**

# BOX DOBRA

## HUMAN'S REFUGE

Human's Refuge is a charity organization that helps homeless people with food, clothes, and accommodation. Ending up on the street is easy but getting off it without help is practically impossible. At Kazan Palace by Tasigo, we collect in our "Box of Goodness" donations of new, unused, and in-date toiletries – including hygiene, beauty, and personal care essentials. Also in TASIGO we have shelves where employees can donate clothes and other goods, and can drop their unwanted possessions off.



# EMPLOYEE ATTRACTION

We recruit our employees according to equality of opportunity and merit, regardless of race, religion, gender identity, or sexual orientation, we support them to meet their needs by following a fair and satisfactory wage policy.

### **Supporting employees to deal with the COVID-19 virus.**

In the face of this global challenge – COVID-19, we are doing everything we can to protect our employees and their families while delivering our services to customers.

**Paid sick leave** is a crucial tool for addressing the economic impact of

the COVID-19 crisis on workers and their families. It can provide some income continuity for workers who are unable to work because they have been diagnosed with COVID-19 or have to self-isolate. By ensuring that sick workers can afford to remain at home until they are no longer contagious, paid sick leave also helps to slow the transmission of the virus.

**Remote work** (home office) and shorter workweek (subject to employees' consent or without the employees' consent in exceptionally justified cases with the prior 2-month employees' notification)

**Declaration of downtime** (temporary

suspension of the work) - the employees are paid 2/3 of overage or fixed monthly basic salary during the downtime period.

### **Staff Training - 75 hours**

We periodically evaluate training programs and activities to improve the skills and performance of employees. In 2020, besides departmental training, we delivered the following training to our staff:

**Environmental training:** Sustainability awareness-raising, Zero waste

**Food Waste Prevention:** In addition, to raise awareness about sustainability,

we created a "Green Board" for the cafeteria which all our colleagues visit. In this Green Board, they can find everything from how they can save energy/water in their homes and their lives, to our equality policies.

**Health and Safety Training:** Hygiene Education, Covid 19 Outbreak Management, Menu Analysis and Allergy, Fire Drill.

**"Employees want to work for a company that they're passionate about, but they also want a company that's passionate about them"**

# COMMUNICATION

Sustainability communication is a business strategy for companies that have integrated sustainability into their operational and strategic activities. It allows the company to tell customers, consumers, and other stakeholders about their business, operations, what you do and how you do your business using a sustainable approach.

It is a mechanism to let customers, investors, and other stakeholders know that your company genuinely cares about the environment or other social causes. A big part of creating sustainable development in any industry is to show your investors and customers that you are working towards your sustainability commitments. Honest communication certainly showcases your company is contributing to environmental or social causes.

- **Green Corner**
- **Eco-breakfast**
- **Interview to Hotel Report**
- **Kazan summit 2021**
- **RAEX-Sustainability webinar: Sustainable tourism**
- **We were participants and co-organizers of a webinar for hoteliers in the series of lectures "Sustainable hospitality in practice" together with Sustainable tourism.ru and the magazine Hotel Report.**
- **interview with the Moscow Tourism Committee on the topic "Project office for the development of tourism and hospitality in Moscow"**





# ECO BREAKFAST STAY IN HARMONY

On September 28, an eco-breakfast was held at the Neon restaurant - in a friendly atmosphere, we shared our experience in greening the hotel business, and discussed the problems we faced and the opportunities for sustainable development.

## At breakfast we:

- made a video presentation and talked about all the stages of greening by Kazan Palace by Tasigo & Neo by Tasigo
- organized a site tour
- tasted zero-waste dishes
- shared experience with the participants in the format of live communication

The breakfast was attended by charitable foundations, partners, hoteliers, suppliers, and other companies that are not indifferent to the topic of environmental protection. We gave each of them eco-boxes with zero-waste desserts and edible spoons.

**We hope that the meeting will give a start to long-term and effective communication in the industry!**



# SUSTAINABILITY TARGETS FOR 2021

In our sustainability reporting for 2020, we have set some short and long-term targets for us to work towards. As a hotel, we affect and influence the world around us every day. We aim to integrate the sustainable development goals more into the report and consider reporting on selected targets.

PLANNED IN 2020	ACHIEVED IN 2021
<p><b>Pollution Prevention and Waste Management</b> recycle all of our wastes by 50 percent in 2023, using 2020 as a baseline</p>	<p>We have recycled 35% of the hotel's waste in 2021</p>
<p><b>Prevention of Single-Use Plastic</b> In line with our SUP reduction policy to remove all single-use plastic from Customer-Facing Areas</p>	<p>We have removed all single-use plastic from guest rooms</p>
<p><b>Energy Performance</b> reduce energy consumption by %5 in 2023 using 2020 as a baseline.</p>	<p>0.05% more than the 2020</p>
<p><b>Water Use Efficiency and Management</b> reduce water consumption by %5 in 2023 using 2020 as a baseline</p>	<p>0.03% less than the 2020</p>
<p><b>Social Activities</b> organize charity events and masterclasses to raise funds and support NGOs every month</p>	<p>We have organized 21 charity events at Tasigo</p>



# SUSTAINABILITY TARGETS FOR 2022

<b>FRONT OFFICE</b>	Create and implement a plan for the sale of package offers (Green Rate, Eco-Room Decoration) from the reception. Use Little to No Paper
<b>HOUSEKEEPING</b>	Waste management in the guest rooms is 100%
<b>FOOD AND BEVERAGE</b>	Reducing 50% of food waste in the breakfast area Reducing disposable single-use plastic items (take away boxes, cups, etc.)
<b>KITCHEN</b>	Update the a la carte menu: 30% vegetarian & vegan dishes To create waste-reducing recipes: 5% Zero waste menu Cook Menu items by season
<b>PURCHASE</b>	To take sustainable procurement To work with suppliers to encourage a reduction in single-use products and plastic packaging To buy goods produced in the local community to reduce food miles
<b>HUMAN RESOURCES</b>	Educate employees on the company's Eco policies Volunteering at a local conservation program, homeless shelter, senior living community, or humane society ECO ideas competition Participate in Local Cleanups
<b>SUSTAINABILITY</b>	Training on Organic Waste Composting twice per month Holding at least 6 meetings in the region with other hotels or leaders of large, medium, and small businesses on the topic of sustainability Following the Action Plan created for the sustainability management of the hotel Reduce Non-hazardous waste (tonnes) by 25% Recycle waste (tonnes) 50%
<b>ENGINEERING AND MAINTENANCE</b>	Saving Energy Usage (kWh) 5% Saving Water Usage (cub.M) 5% Saving Thermal Water Usage (Gkal) 5%





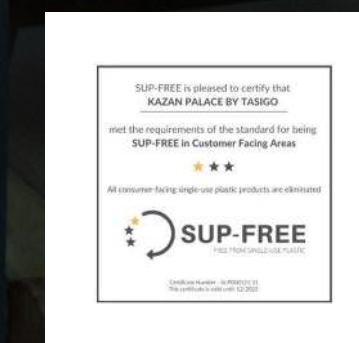
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