



pullman
HOTELS AND RESORTS

RIGA OLD TOWN

SUSTAINABILITY REPORT

2024-2025

Table of Contents

Commitment to Sustainability	01
About Pullman Riga Old Town	02
2024 Sustainability Efforts	03
Leading the Way: Eco-Friendly Initiatives at Pullman Riga	04
Sustainability Management and Environmental Plans	05
Policies and Procedures	06
Implemented in 2024	07
Meet the Green Team: Sustainability Committee	08
Transforming Waste into Resources	09
Reducing Our Carbon Footprint: Transportation and Energy Initiatives.....	10
Energy Efficiency Upgrades: The Switch to LED Lighting	
Educating Through Sustainability: Digital Awareness Campaigns	11
Towards a Sustainable Future.....	12
Gaia 2.0: Advanced Utility and Sustainability Tracking	
Protecting Children’s Rights with Local Partnerships.	13
Strengthening Energy and Resource Efficiency	
A Greener Breakfast Experience.....	14
Ethical Sourcing: Cage-Free Eggs for Quality and Sustainability.....	
Nurturing Local Growth: Pullman’s Herb Garden.....	15
Collaborative Sustainability: Tree Planting for the Future.	16
Empowering Communities with Inclusive Initiatives.....	17
Celebrating Sustainability with Style: Pullman’s Earth Day.....	18
2024 Ongoing Efforts	19
Building a Circular Economy: Food Donation and Composting Initiatives.	20
Reducing Energy and Water Consumption	
Driving a Greener Future with Electric Transport	21
Minimizing Food Waste: Innovative Tracking Systems	
Meaningful Celebrations: Engaging Guests in Sustainability Events	22
Wellness and Community Engagement Activities.....	23
Supporting Local Charities and Global Causes.....	24
2025 Upcoming Efforts	25
Green Certifications: Preparing for Sustainability Audits	26
Enhancing Plant-Based Menu Options	27
Energy, Water, and Waste Management Goals	28



OUR COMMITMENT ON SUSTAINABILITY



At Pullman Riga Old Town Hotel, sustainability is more than a responsibility—it is integral to our identity as a hospitality leader in the Baltic region. We are committed to delivering world-class experiences that harmonize luxury with environmental consciousness and social responsibility.

Guided by the principles of our sustainability management strategy (SMS), we actively strive to minimize our environmental impact while enhancing the well-being of our local community. Pullman Riga aspired to champion sustainability in every facet of its operations, from energy conservation initiatives to robust recycling programs.

Key Pillars of Our Sustainability Vision:

Environmental Responsibility

Energy Efficiency: We have implemented advanced energy-saving measures, such as LED lighting upgrades and automated systems to optimize energy use.

Waste Management: Through robust recycling programs and composting initiatives, we significantly reduce landfill waste, repurpose resources, and contribute to a circular economy.

Biodiversity and Green Spaces: We actively nurture Riga's natural environment, supporting the local flora and fauna by introducing guests to the opportunity to explore the local natural features and diversity through various tours that explain their great importance.

Community Engagement

We partner with local organizations to promote education, inclusivity, and well-being within the community. Collaborations with cultural and charitable groups, for example, allow us to support vulnerable populations and uphold social equity.

Empowering our staff and guests to participate in initiatives such as tree planting, charity drives, and cultural events fosters a shared purpose and positive impact.

Cultural Preservation

As a hotel in Riga's UNESCO-protected Old Town, we emphasize responsible tourism practices that honor the city's heritage. From preserving architectural details to showcasing local art and cuisine, we ensure every guest experience respects and enhances Riga's cultural identity.

ABOUT

Pullman Riga Old Town Hotel



Situated in the heart of Riga's UNESCO-listed Old Town, Pullman Riga Old Town Hotel offers a seamless blend of modern luxury and historical elegance. Housed within a meticulously restored 18th-century building, the hotel reflects the city's rich cultural heritage while embracing contemporary design and innovative hospitality practices.

The hotel features 154 thoughtfully designed rooms and suites, each offering a perfect balance of comfort and sophistication. From stunning views of the cobblestone streets and lush city parks to state-of-the-art amenities, Pullman Riga caters to discerning travelers seeking relaxation and functionality.

A Unique Destination with a Commitment to Sustainability

As part of the global Accor network, Pullman Riga Old Town Hotel integrates sustainability into every aspect of its operations. Our location in Riga's historical center places us in a unique position to champion responsible tourism while preserving the city's charm and character.

More Than a Hotel: A Community Hub

Pullman Riga Old Town Hotel is not just a place to stay but also a hub for cultural, social, and environmental engagement. We collaborate with local artists, host community events, and actively contribute to initiatives that enhance the well-being of the city's residents.

By choosing Pullman Riga, guests become part of a larger mission to preserve Riga's beauty, foster sustainable tourism, and create meaningful connections between travelers and the local community.

2024 SUSTAINABILITY EFFORTS



Leading the Way: Eco-Friendly Initiatives at Pullman Riga

At Pullman Riga Old Town Hotel, we are proud to be a pioneer in integrating sustainability into luxury hospitality. Our efforts reflect a commitment to safeguarding the environment, uplifting our community, and setting an example for responsible tourism in the Baltic region.

We demonstrate how modern hospitality can coexist with environmental stewardship through innovative practices and targeted initiatives. As part of the Accor network and our own beliefs, we align with global sustainability standards while tailoring solutions to fit Riga's unique cultural and ecological landscape.

Our commitment to sustainability is evident in our measures to reduce our ecological footprint. A standout initiative is our transition to energy-efficient solutions, including replacing 100% of the hotel's lighting with LED technology. This shift minimizes energy consumption and aligns with our goal to reduce carbon emissions. To further optimize energy use, we plan to deploy intelligent systems that regulate heating, cooling, and electricity throughout the property, ensuring efficient resource management.

Waste management at Pullman Riga is equally forward-thinking. We have established comprehensive recycling programs that transform discarded materials into valuable resources. Collaborating with local eco-organizations, we ensure that glass, paper, and organic waste are responsibly processed, contributing to a circular economy. Our efforts to minimize waste also extend to food, where we actively reduce surplus through meticulously planning the necessary quantities of food.

Biodiversity and local sourcing are pivotal in our sustainability and procurement strategy. The hotel's vibrant herb garden provides fresh, organic ingredients for our culinary team. These projects enhance our dining offerings and reflect our dedication to preserving and enriching the local environment. Furthermore, by partnering with regional farmers and producers, we champion sustainable sourcing practices that benefit the community and our guests.

The human element of sustainability is equally important to us. Our dedicated Green Team, composed of passionate employees from various departments, drives our eco-friendly programs and ensures their seamless integration into daily operations. Through workshops, training sessions, and interactive events, we foster a culture of sustainability that inspires both staff and guests. For instance, guests are encouraged to participate and learn practical ways to reduce their environmental impact during their stay.

Pullman Riga Old Town Hotel is not just a place to stay but a movement towards a more sustainable future. Our ongoing commitment to environmental and social responsibility is ambitious and actionable, encompassing energy innovation, waste reduction, and biodiversity conservation. By continuously enhancing our eco-friendly practices, we aim to set a new standard in the hospitality industry, proving that luxury and sustainability can go hand in hand.

As we move forward, Pullman Riga will remain a leader in sustainable tourism, embracing new technologies and partnerships to create a lasting positive impact on the planet and the community.

SUSTAINABILITY MANAGEMENT STRATEGY

At Pullman Riga Old Town Hotel, sustainability is a core principle that shapes our operations, decision-making, and guest experience. Recognizing the critical role of the hospitality sector in addressing global environmental challenges, we have developed comprehensive management and ecological plans that ensure our actions align with local and global sustainability goals.

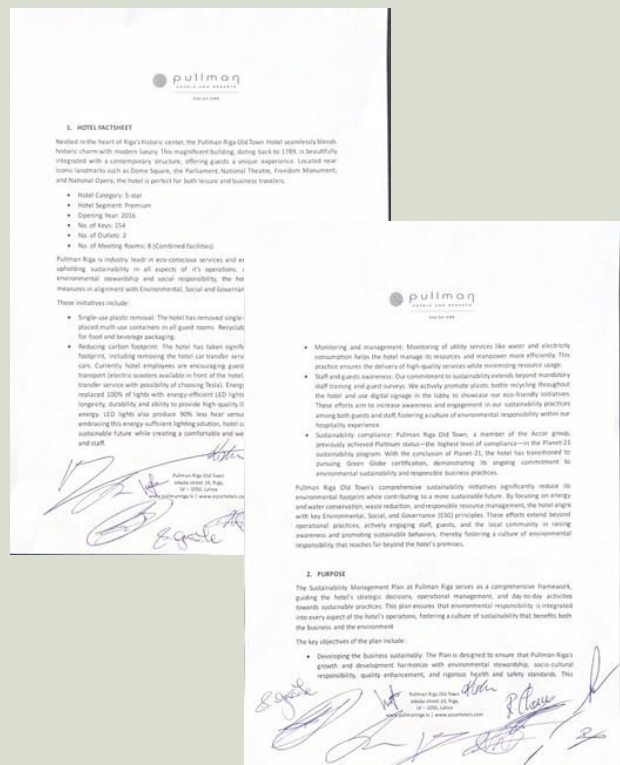
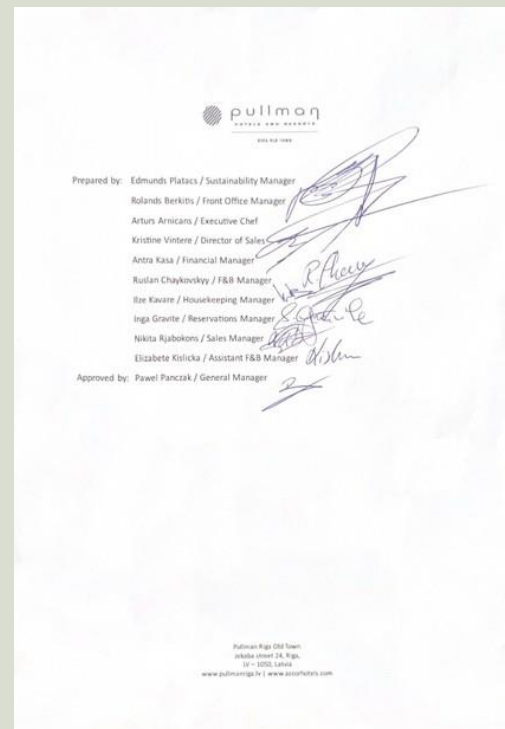
Our Sustainability Management strategy outlines a clear framework for reducing our environmental footprint while enhancing the community's social and economic well-being. This plan is rooted in Accor's global and local sustainability strategy, prioritizing energy efficiency, water conservation, waste reduction, biodiversity protection, and responsible sourcing. At Pullman Riga, we adapt these goals to suit our historic location's unique cultural and environmental context.

A Thoughtful Approach to Sustainability

Our environmental strategy starts with assessing our operations to identify areas where we can achieve meaningful impact. In partnership with sustainability experts and local organizations, we have implemented measures to conserve resources, reduce emissions, and foster eco-friendly practices.

In 2024, Pullman Riga transitioned to energy-efficient technologies, including the widespread use of LED lighting, and made the first steps toward automated systems that optimize energy consumption in guest rooms and public spaces. These efforts have already significantly reduced our carbon footprint while ensuring a comfortable and modern environment for guests.

Water conservation is another critical focus area. We have installed low-flow fixtures in many bathrooms and kitchens to minimize water waste, and this process will continue with the hotel's renovation project in 2025. These efforts are complemented by staff training programs emphasizing water conservation's importance in daily operations.



Policies and Procedures Implemented in 2024

In 2024, Pullman Riga Old Town Hotel reinforced its commitment to sustainability and operational excellence by introducing a range of policies and procedures designed to elevate our environmental and social impact. These initiatives align with Accor's global sustainability framework, our hotel's unique needs, and our strategies, ensuring a seamless integration of responsible practices into all operations.



Access to Basic
Services



Accor Human
Rights Policy



Accor Group
Water Policy



Anti-Bribery &
Corruption



Biodiversity &
Landscaping
Management



Chemical
Storage &
Handling



Code of Behavior
for Heritage &
Culture Visits



Conduct of
Business Not
Affecting Local
Livelihood



Employee
Protection



Environmental
Awareness



Environmentally
Friendly Products &
Suppliers, and
Endangered Species



Equitable
Hiring



F&B:
Environmental
Impact



Gaia 2.0 Utility &
Sustainability
Reporting Platform



GHG Reduction
Long-Term Plan



Work to get
Green Globe
certification

Policies and Procedures Implemented in 2024



Goal set to get
Green Globe
certification



Guidelines for
Sustainable
Procurement 2024



Incorporation of
Culture in Doing
Business



Local and Fair
Trade
Procurement



Paperless Express
Check-Out Process



Policy Against
Commercial
Exploitation, particularly
of children and
adolescents, including
sexual exploitation



Protection of
Endangered and
Threatened
Marine Species



Protection of
Historical and
Archeological
Artifacts in
Sustainable
Tourism



Protection of Sites
in Sustainable
Tourism



Respecting and
Preserving Traditions
and Property of Local
Population in Tourism



Responsible
Procurement
Charter



Wildlife Captivity
and Impact

Meet the Green Team:

Sustainability Committee

The Green Team is the heart of our sustainability strategy and is tasked with designing, implementing, and monitoring eco-conscious practices across the property. This dynamic group meets regularly to assess progress, address challenges, and identify new opportunities for improving our environmental footprint. By bringing together diverse perspectives and expertise, the Green Team ensures that our initiatives are practical and impactful.

Our committee comprises passionate individuals from key departments, each contributing their unique knowledge and skills to the team's success. Members include:

Hotel Manager: Provides strategic direction and ensures alignment with Accor's global sustainability goals.

Director of Housekeeping: Oversees waste management and resource conservation within guest rooms and public areas.

Chef de Cuisine: Leads efforts in sustainable sourcing, food waste reduction, and innovative menu planning.

Engineering Manager: Implements energy and water conservation technologies and ensures the efficient operation of building systems.

Front Office Manager: This position promotes guest engagement in sustainability initiatives, such as linen reuse programs and eco-friendly transport options.

Human Resources Manager: Facilitates staff training in sustainability practices and supports an inclusive workplace culture.

Additional roles include marketing, purchasing, and IT representatives, ensuring that every aspect of the hotel's operations contributes to our shared sustainability goals.

Transforming Waste into Resources

At Pullman Riga Old Town Hotel, we view waste not as a byproduct but as an opportunity to create value and support sustainability. By adopting innovative waste management practices and fostering strategic partnerships, we have turned waste into resources that benefit the environment, the local community, and our operations.

Comprehensive Waste Segregation

Our journey begins with meticulous waste segregation across all departments. Separate bins for recyclables, organics, and general waste are strategically placed throughout the hotel. Staff members are trained to follow strict sorting protocols, ensuring that every piece of garbage is correctly categorized for optimal processing.

Recycling Initiatives

In partnership with local recycling organizations, Pullman Riga processes materials such as glass, paper, plastic, and metal. These efforts reduce landfill contributions and promote a circular economy. Recyclable materials are transformed into reusable products, supporting local industries and minimizing environmental harm.

For instance, our collaboration with regional eco-partners has enabled the upcycling of over 37% of waste into practical items, such as paper products and biogas, in compost in the past year alone.

Food Waste Management

Reducing food waste is a key priority at Pullman Riga. Organic food scraps are composted through partnerships with local composting facilities. The resulting nutrient-rich compost is used to nurture the hotel's herb garden, creating a closed-loop system that benefits both the environment and our culinary operations.

Repurposing Materials

We take innovative approaches to repurpose materials generated on-site. Leftover cooking oil is converted into biofuel through partnerships with local recycling companies, while worn linens are transformed into cleaning cloths or donated to community programs. These initiatives not only reduce waste but also extend the lifecycle of resources, embodying the principles of sustainability.



Reducing Our Carbon Footprint: Transportation and Energy Initiatives



Pullman Riga is actively transitioning toward renewable energy sources. In 2024, we secured some of our electricity from renewable energy providers and planned to increase this share in the coming years. By leveraging solar, wind, and hydropower (we currently purchase such energy from a certified company), we aim to decrease our reliance on fossil fuels and lower greenhouse gas emissions.

Guests play an essential role in our carbon reduction efforts. We actively involve our guests in sustainability efforts, encouraging them to be partners in reducing environmental impact during their stay. One standout initiative is our “Skip the Clean and Go Green” program. Guests who opt out of daily housekeeping services help conserve water, energy, and cleaning products, making a tangible contribution to our resource conservation goals. As a gesture of appreciation, participants receive incentives such as discounts on dining or wellness services, fostering a sense of shared purpose while enhancing their overall experience.

Energy Efficiency Upgrades: The Switch to LED Lighting



LED lighting offers numerous advantages over conventional bulbs. These modern solutions use up to 75% less energy, last significantly longer, and produce minimal heat, making them ideal for guest comfort and operational efficiency. By switching to LEDs, we have reduced our energy consumption substantially, contributing to a measurable decrease in the hotel’s overall carbon footprint.

This upgrade extends throughout the property, from guest rooms and public areas to back-of-house spaces like kitchens and storage facilities. The result is a more sustainable operation and improved lighting quality that enhances the ambiance for guests and staff alike.

Educating Through Sustainability: Digital Awareness Campaigns



One of the most effective tools in our digital sustainability strategy is the Digital Sustainability Mural, a vibrant, interactive display that greets guests in the hotel lobby. This dynamic, real-time screen showcases our ongoing sustainability initiatives, from energy-saving practices to waste-reduction efforts. It features engaging videos, eye-catching visuals, and up-to-date data designed to educate visitors on the tangible steps we're taking to protect the environment. Using digital platforms, we can instantly update and share our progress, ensuring that guests are continuously informed about our commitment to sustainability.

In addition to the Digital Sustainability Mural, we use social media platforms and the hotel's website to share tips, facts, and updates on how guests can participate in our sustainability programs. These online initiatives encourage guests to make greener choices, such as participating in the "Skip the Clean and Go Green" program.

Our internal communication channels, including staff training programs and digital newsletters, play an equally important role. Through these platforms, we educate our team members about sustainable practices, ensuring they can guide guests and integrate eco-friendly actions into their daily routines. Employees are encouraged to share sustainability tips and best practices, contributing to a culture of awareness and responsibility within the hotel.

These digital campaigns have proven highly effective in engaging our guests and staff. We've seen a noticeable increase in participation in sustainability programs, with guests becoming more conscious of their energy and water use and more eager to contribute to recycling efforts.

Looking ahead, we plan to expand our digital sustainability efforts by integrating interactive apps and online platforms that allow guests to track their eco-impact in real-time. Additionally, we aim to partner with influencers and eco-conscious brands to amplify our sustainability message further, reaching an even broader audience.

Towards a Sustainable Future



Committed to shaping a sustainable future by continuously advancing our environmental and social initiatives. Our future goals include achieving 100% renewable energy use by 2030, expanding our green infrastructure, and reducing water consumption by 30% by 2028. We are focused on enhancing our waste reduction programs, supporting local communities through charitable partnerships, and promoting diversity and inclusion within our workforce. By adopting innovative technologies, such as intelligent building systems and zero-waste solutions, we aim to improve operational efficiency while reducing our carbon footprint. By tracking our progress with advanced sustainability tools and engaging our guests in eco-friendly practices, we are determined to lead the way in sustainable hospitality, creating a lasting positive impact on the planet and our community.

Gaia 2.0: Advanced Utility and Sustainability Tracking

Gaia 2.0 empowers us to continuously assess and improve energy efficiency by providing detailed reports on electricity and heating consumption. The system helps us identify areas where energy is wasted, enabling us to implement targeted interventions, such as upgrading systems or adjusting operational procedures, to reduce our carbon footprint. Additionally, by tracking water usage, Gaia 2.0 helps us find opportunities for conservation, such as reducing water waste in guest rooms and operational areas, directly contributing to our goal of reducing water consumption by 30% by 2028.

Beyond energy and water management, Gaia 2.0 is critical in waste tracking. The system will provide real-time data on the waste generated when we will implement our WINO system, allowing us to optimize recycling and waste reduction efforts. With Gaia 2.0's insights, we can implement strategies to reduce landfill waste, enhance recycling initiatives, and promote a circular economy by turning waste into resources. This system is central to our broader sustainability strategy, helping Pullman Riga Old Town Hotel stay on track to meet our environmental targets while continuously improving our sustainability practices.

Protecting Children's Rights with Local Partnerships



Protecting children's rights is a fundamental priority for our hotel, and we are dedicated to making a positive impact on the local community. Through partnerships with local organizations, we actively support initiatives to raise awareness about child protection and provide resources to prevent exploitation and abuse. These collaborations help us align with regional and global standards to ensure the safety and well-being of children.

In addition to our community engagement, we prioritize staff education on child protection. Through training programs, our team can recognize potential risks and responsibly safeguard children's rights. By engaging in these local partnerships and ongoing initiatives, we contribute to a safer environment for children, demonstrating our commitment to social responsibility and ethical hospitality practices.

Strengthening Energy and Resource Efficiency

To further our commitment to sustainability, Pullman Riga Old Town Hotel is continually strengthening its energy and resource efficiency across all areas of operations. We have implemented various strategies to reduce energy consumption, including installing energy-efficient lighting, optimizing heating and cooling systems, and adopting innovative technologies that monitor and adjust usage based on real-time needs. Additionally, we focus on water conservation through low-flow fixtures, greywater recycling, and ongoing staff education to minimize waste. Our waste management practices are equally advanced, with comprehensive recycling and composting programs that reduce landfill contributions and repurpose materials for new uses. These initiatives, combined with our commitment to sourcing local, sustainable products and reducing single-use plastics, help us drive down operational costs and environmental impact, contributing to the overall sustainability of our hotel. By continuing to enhance our energy and resource efficiency, we are not only reducing our carbon footprint but also ensuring that our hotel remains a leader in responsible hospitality in Riga, providing an eco-friendly environment for our guests and staff.

Enhancing Breakfast with an Innovative Hybrid Buffet Experience

Sustainability is a key ingredient in every meal we serve at Pullman Riga Old Town Hotel, and our Greener Breakfast Experience is a perfect example of this commitment. We use locally sourced, organic produce to create fresh, seasonal dishes that support the local economy and reduce our environmental impact. By prioritizing plant-based options, we offer guests a variety of eco-friendly choices that align with sustainable dining trends. Our efforts also extend to minimizing food waste, with portion sizes designed to encourage guests to take only what they need. Through these thoughtful practices, we strive to provide an exceptional breakfast experience that delights the palate and contributes to a more sustainable future.



Ethical Sourcing: Cage-Free Eggs for Quality and Sustainability

By prioritizing ethical sourcing, Pullman Riga Old Town Hotel ensures that every ingredient we use meets the highest quality and sustainability standards. Our commitment to cage-free eggs reflects our dedication to animal welfare, supporting farming practices that provide better living conditions for hens. This choice not only guarantees a more humane and ethical approach to sourcing but also reduces the environmental impact of egg production. By choosing cage-free eggs, we align with our broader sustainability goals, promoting responsible sourcing while offering guests meals made with the finest, most sustainable ingredients.



Nurturing Local Growth: Pullman's Herb Garden



Our herb garden is more than just a source of fresh ingredients; it is a testament to our commitment to sustainability and local sourcing. Nestled within the hotel's grounds, the garden thrives with various herbs used daily in our kitchen, enhancing the flavors of our dishes while reducing our environmental impact. By growing our herbs, we minimize the need for transportation and packaging, further contributing to our sustainability goals.

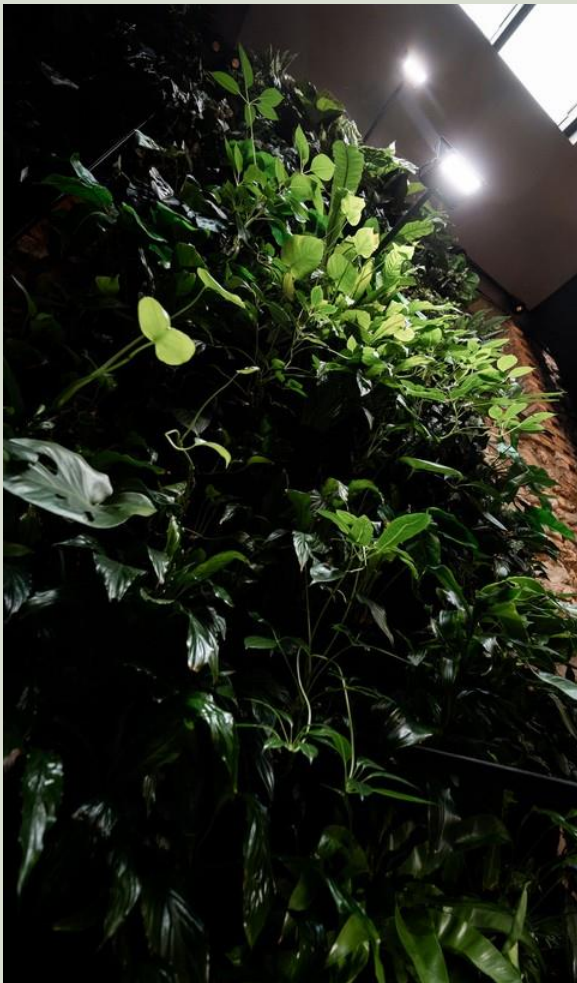
The garden not only supports our culinary efforts but also nurtures local biodiversity. It provides a haven for pollinators such as bees, which are vital to the health of the surrounding ecosystem. This green space reminds us of the importance of cultivating natural resources and supporting the local environment, helping to preserve Riga's unique flora and fauna.



Collaborative Sustainability: Tree Planting for the Future

By collaborating with local organizations and environmental groups, we actively contribute to reforestation and urban greening efforts, helping to restore and protect Riga's green spaces. These initiatives provide long-term benefits to the local ecosystem by improving air quality, fostering biodiversity, and combating climate change.

Looking to the future, Pullman Riga aims to expand these efforts by planting a certain number of trees each year and developing partnerships with local environmental organizations. Through these ongoing initiatives, we are investing in our planet's future and ensuring that our legacy is one of positive environmental change, with each tree representing a commitment to a more sustainable world.



Empowering Communities with Inclusive Initiatives

Empowering local communities is at the heart of our sustainability efforts, and we are committed to creating an inclusive environment where everyone can thrive. By collaborating with local organizations and charities, we focus on supporting marginalized and underserved groups, ensuring they access education, employment, and social integration. Our initiatives are designed to break down barriers and build a more equitable society, fostering a culture of inclusion and respect for all.

One of our key focus areas is offering employment opportunities to individuals with disabilities, providing them with meaningful roles that promote independence and self-esteem. We also offer training and mentorship programs to help disadvantaged youth develop valuable skills for the future. Through these programs, we aim to create pathways for individuals to enter the workforce while promoting diversity and inclusion in the hospitality industry and beyond.

Looking ahead, we are committed to expanding these inclusive initiatives by forming new partnerships with local community organizations and supporting more social enterprises. We strive to help individuals build a better future for themselves and their families by providing access to resources, education, and opportunities. These efforts are an integral part of our long-term vision for a more inclusive and empowered community where everyone has the chance to contribute and succeed.



Celebrating Sustainability with Style: Pullman's Earth Day

Pullman Riga Old Town Hotel celebrates Earth Day as a symbolic event and a moment to take meaningful action to support sustainability. This day allows us to showcase our year-round commitment to environmental protection while inviting our guests to contribute to a healthier planet.

The celebrations on Earth Day are designed to inspire and motivate guests and staff to take part in preserving the environment. Some of our key activities include:

- **Eco-Friendly Cocktail Menus:** Specially curated cocktails made from locally sourced, organic ingredients, offering a sustainable twist on our drink offerings.
- **Sustainable Dining:** A special Earth Day menu featuring plant-based dishes and locally sourced produce, highlighting the importance of reducing our environmental impact through food choices.
- **Workshops and Talks:** Engaging educational workshops on topics like waste reduction, sustainable travel, and the importance of biodiversity, hosted by local environmental experts and organizations.
- **Sustainability Awareness Campaigns:** Digital and in-person campaigns to encourage sustainable actions, from reducing water usage to minimizing plastic waste, with guests encouraged to commit to green actions during their stay.

In addition to these events, we take time to reflect on our progress as a hotel in reducing our environmental footprint. This includes using renewable energy, waste reduction initiatives, and promoting sustainable transport options for our guests. Earth Day serves as a reminder of the importance of sustainability and the need for continuous improvement. By hosting these celebrations, we aim to create an environment where everyone feels motivated to incorporate eco-conscious choices into their daily lives beyond Earth Day.

As we continue our sustainability journey, Pullman Riga remains committed to celebrating Earth Day every year and striving for ongoing improvements. Through our initiatives, partnerships, and engagement with the local community, we demonstrate that sustainability is an event and a lifestyle. By making sustainable practices a part of the guest experience, we continue to show that luxury hospitality and environmental responsibility coexist harmoniously.





2024 ONGOING EFFORTS

Building a Circular Economy: Food Donation and Composting Initiatives

In 2024, Pullman Riga Old Town Hotel will continue strengthening its commitment to building a circular economy through food donation and composting initiatives. We actively participate in composting programs, turning food scraps and organic waste into nutrient-rich compost to nourish our herb garden. These initiatives help reduce our environmental footprint and contribute to a more sustainable and responsible food system, fostering a circular economy within our community.



Reducing Energy and Water Consumption

Table no. 1													
Number of people in the hotel per month													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% TOTAL
2017	2778	2552	2778	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871
2018	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871
2019	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871
2020	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871
2021	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871
2022	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871
2023	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871
2024	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871
2025	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871	2871

From 2019 to 2023, Pullman Riga Old Town Hotel reduced electricity consumption by an impressive 22.8%, reflecting our ongoing commitment to sustainability and operational efficiency. Building on this achievement, our target for 2024-2025 is to reduce energy usage by an additional 5% by implementing advanced energy-saving technologies, optimized heating and cooling systems, and continued upgrades to energy-efficient equipment.

Table no. 2													
Energy consumption in kWh/m ² per month (Electricity + Riga district)													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% TOTAL
2017	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2018	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2019	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2020	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2021	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2022	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2023	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2024	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2025	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84

Alongside these efforts, we also prioritize water conservation by installing low-flow fixtures, monitoring water usage more closely, and promoting responsible water practices among staff and guests. These combined initiatives underscore our dedication to minimizing our environmental footprint while maintaining the exceptional standards of comfort and service that our guests expect.

Table no. 3													
Water consumption report													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% TOTAL
2017	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2018	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2019	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2020	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2021	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2022	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2023	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2024	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84
2025	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84	10.84

Driving a Greener Future with Electric Transport



In 2024, Pullman Riga Old Town Hotel is accelerating its commitment to a greener future by expanding its fleet of hybrid vehicles, providing sustainable transport options for our guests and staff. These hybrid cars reduce emissions while offering an eco-friendlier alternative to traditional gasoline-powered vehicles. In addition to our hybrid fleet, we have installed electric vehicle (EV) charging stations at the hotel, ensuring guests with electric cars can easily access charging facilities. Together, these initiatives reflect our dedication to promoting sustainable transportation and reducing our carbon footprint, aligning with our broader sustainability goals.

Minimizing Food Waste: Innovative Tracking Systems



Ongoing in 2024, Pullman Riga Old Town Hotel has started implementing innovative food waste tracking systems to reduce waste and improve sustainability across our operations. This advanced system will provide real-time data on food consumption and waste, allowing us to monitor portion sizes, identify areas of excess, and adjust menu planning and food preparation processes accordingly. By tracking food waste more effectively, we can minimize unnecessary production and better align our practices with sustainability goals.



This system supports our sustainability goals and strengthens our connection to the local community. Through these ongoing initiatives, Pullman Riga continues to enhance its commitment to responsible resource management and sustainable hospitality.

Meaningful Celebrations: Engaging Guests in Sustainability Events

We believe that sustainability can be celebrated in ways that inspire and engage our guests. Our sustainability events are designed to create awareness and encourage participation, allowing guests to contribute actively to the environmental initiatives we hold dear. Through various themed events and activities, we foster a deeper understanding of sustainability and provide guests with meaningful ways to reduce their environmental impact during their stay and everyday lives.

One of our sustainability celebration highlights is Earth Day, which is when guests are invited to participate in sustainability workshops and eco-friendly dining experiences. These events provide opportunities for guests to not only learn about but also directly engage in eco-conscious activities. From sustainable cocktail tastings made with locally sourced ingredients to interactive discussions on waste reduction and conservation, we ensure that sustainability is at the forefront of our guests' experience while making it enjoyable and memorable.

In addition to Earth Day, we plan to host seasonal sustainability events, such as Plastic-Free July or World Environment Day, offering guests ways to get involved through challenges, contests, and collaborative community initiatives. These celebrations will help build a sense of shared responsibility, allowing guests to participate in our commitment to a greener future. By engaging guests in sustainability efforts, we strengthen our community, raise awareness, and inspire lasting change, all while providing unique experiences that align with the values of conscious luxury.



Wellness and Community Engagement Activities



Our team is dedicated to enhancing the well-being of our guests and the local community through various wellness and engagement activities. We offer a variety of health-focused initiatives, such as yoga sessions, wellness workshops, and fitness events that encourage guests to prioritize self-care during their stay. In addition to promoting individual wellness, we actively support the local community by organizing charity runs, environmental clean-ups, and outreach programs in collaboration with regional organizations. These activities foster a sense of belonging and shared responsibility, allowing guests and staff to positively impact their health and the community while reinforcing our commitment to sustainable and socially responsible practices.

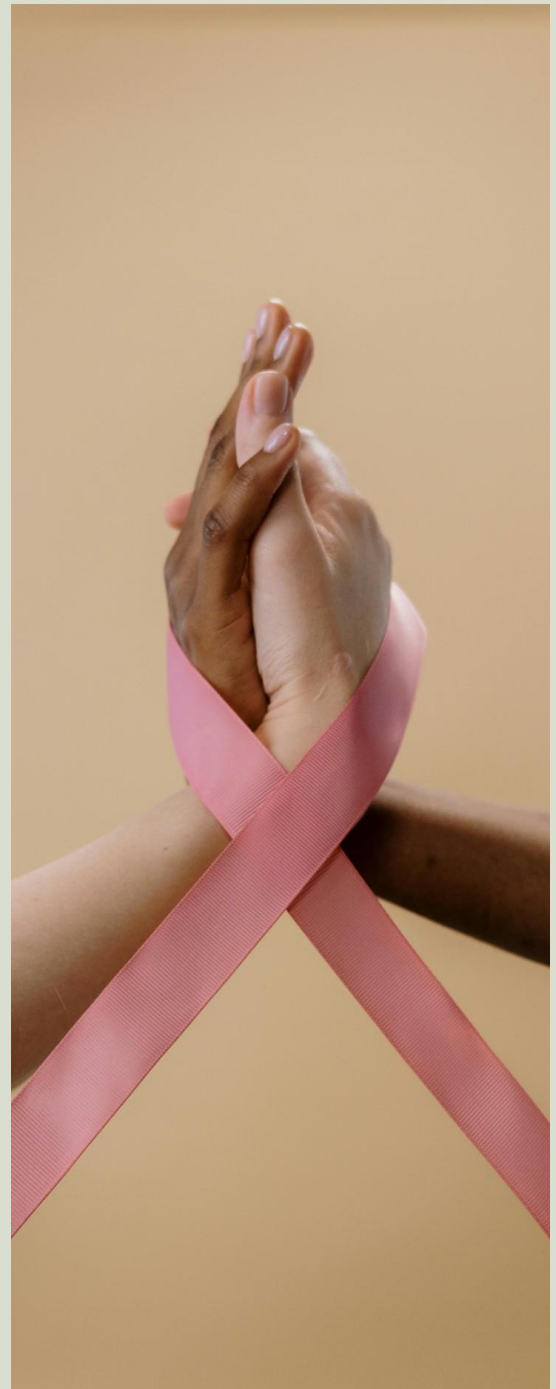


Supporting Local Charities and Global Causes

In May 2024, Pullman Riga Old Town Hotel continued its commitment to giving back by supporting local charities and global causes through various philanthropic initiatives. We partnered with local organizations to provide food, supplies, and financial assistance to vulnerable communities in Riga. These efforts aim to alleviate local hardships and support those in need, demonstrating our dedication to improving people's lives within our immediate community.

In addition to supporting local causes, we expanded our outreach by contributing to global initiatives that align with our sustainability and social responsibility values. Our collaboration with international organizations focused on climate change, education, and child protection issues. Contributing to these global causes, we help create a more equitable and sustainable world, reinforcing our role as a socially responsible business that cares for local and international communities.

Our efforts to support local charities and global causes are integral to our commitment to sustainability and community engagement. These activities allow us to engage our guests, staff, and partners in making a meaningful difference through charity drives, fundraising events, and direct donations. As we continue strengthening our partnerships with local and global organizations, we remain committed to driving positive change and ensuring that our actions contribute to a better future for everyone.





UPCOMING EFFORTS 2025

Green Certifications: Preparing for Sustainability Audits



In 2025, we aim to strengthen Pullman Riga Old Town Hotel's commitment to sustainability by getting Green Globe certification. After working to achieve certification criteria last year, we are focused on sustaining and enhancing our eco-friendly practices. This streamlined approach allows us to focus on key areas that most impact our environmental footprint, such as waste management, energy efficiency, and responsible sourcing.

Our sustainability team is diligently collecting evidence to demonstrate compliance with these requirements, ensuring that every aspect of the hotel's operations meets Green Globe standards. By prioritizing waste reduction, energy conservation, and sustainable sourcing, we aim to reduce our environmental impact while offering guests a more eco-conscious experience. Community engagement remains a core focus as we continue to foster connections with local organizations and promote sustainable tourism practices.

Pullman Riga Old Town Hotel is committed to showcasing its ongoing sustainability efforts as we prepare for the upcoming audit. These initiatives protect the environment and enhance our guests' luxury experience, positioning Pullman Riga as a leader in sustainable hospitality. A continued passion for sustainability paved the way for future recognition as a top-tier eco-friendly hotel.

Enhancing Plant-Based Menu Options



As we keep growing in 2025, Pullman Riga Old Town Hotel is expanding its commitment to sustainability by enhancing our plant-based menu options at Harper Woolf restaurant. In response to the increasing demand for eco-conscious dining choices, we continue developing a diverse range of plant-based dishes that cater to our guests' preferences for healthier and more sustainable meal options. Our Tempura Vegetable Roll stands out on the menu, featuring broccolini asparagus, okonomiyaki eggplant, mango salsa, lime mayo, and lotus chips. This dish exemplifies how plant-based cuisine can be both indulgent and environmentally friendly, aligning with our sustainability goals by reducing the environmental impact of food production.

By expanding our plant-based offerings, we aim to provide our guests with delicious meals that are good for their health and help minimize our carbon footprint. Harper Woolf is committed to sourcing high-quality, locally grown ingredients to craft meals that support sustainability while delivering an exceptional dining experience. This initiative is part of our broader strategy to provide food options that are both nourishing and planet-conscious, ensuring that every meal contributes to a more sustainable future.



Energy, Water, and Waste Management Goals



Energy efficiency is a top priority for Pullman Riga Old Town Hotel as we focus on reducing our environmental impact in 2025. By optimizing our heating, cooling, and lighting systems, we aim to reduce energy consumption by 30% over the next three years. We are investing in innovative technologies that enable real-time energy monitoring and adjustments and upgrading to more energy-efficient equipment throughout the hotel. These initiatives help minimize our carbon footprint and improve operational efficiency, ensuring that we maintain our high standards of guest comfort while using resources responsibly.



In addition to energy savings, water conservation is a crucial component of our sustainability strategy. By implementing low-flow fixtures, efficient irrigation systems, and encouraging water-conscious practices among guests and staff, we aim to reduce our water usage by 30% by 2028. Monitoring water consumption across all hotel operations will allow us to identify areas for further improvement and ensure we use this precious resource as efficiently as possible. Our commitment to water management reflects our broader environmental goals and the need to safeguard this vital resource for future generations.



Waste management is another critical area of focus for Pullman Riga. We are committed to diverting 30% more waste from landfills through improved waste segregation, recycling programs, and expanding composting initiatives. Our team works with local partners to repurpose materials and minimize waste while raising guests' awareness about sustainable practices during their stay. These efforts are part of our broader strategy to create a circular economy within the hotel, where resources are reused and repurposed, contributing to environmental protection and a sustainable future for the hospitality industry.

Pullman Riga Old Town Hotel is steadfast in its commitment to sustainability and community engagement, actively working to positively impact the environment and society. Our ongoing initiatives reflect our dedication to creating a better, greener future; these efforts are just the beginning. With a passion for continuous improvement, Pullman Riga constantly explores innovative ways to protect the planet and promote social well-being. Driven by an unwavering promise to lead the way toward a more sustainable world, we ensure that our actions today pave the way for a brighter, more sustainable tomorrow for our community and future generations.

