

# RESPECT MANAGEMENT SYSTEM



## Notice to all Niagara City Cruises' External Providers

Dear External Provider:

Niagara City Cruises is committed to a high level of quality, safety, and environmental stewardship for our crew, guests, and the Niagara Parks Commission. To maintain that stewardship, we utilize our Respect Management System, which is an ISO-certified system that adheres to international standards (*ISO 9001: Quality Management, ISO 14001: Environmental Management, ISO 45001: Occupational Health and Safety*) and best management practices. The fulfillment of Niagara City Cruises' commitment to ISO Standards will require active participation and innovation from all its stakeholders, therefore, we must monitor all external providers to ensure they are helping us meet our goals.

As an external provider to Niagara City Cruises, we will annually evaluate your products and services through a comparison of attributes including, but not limited to:

- quality and reliability of products/service
- product/service offering
- customer relations
- competitive pricing
- local and sustainably sourced products/services
- environmental preferred products/services, packaging, and delivery
- energy consumption, greenhouse gas production
- control of safety hazards
- promotion of safe work culture

Niagara City Cruises will provide you with feedback on the above attributes and solicit suggestions and ideas from you to help us continually improve. We ask that you complete the following survey (which includes our *Green Procurement Guidelines*) for us to make sure that you remain a preferred external provider.

[External Provider Evaluation Survey](#)

If you have any questions, please contact Kelly Di Lapo, Associate Director, ISO, Training & Programs at [kelly.dilapo@cityexperiences.com](mailto:kelly.dilapo@cityexperiences.com).

Thank you for your continued support,

A handwritten signature in black ink, appearing to read "Mory Di Maurizio".

Mory Di Maurizio  
Vice President & General Manager