

Systems and Operations



Vendor Management Office

To Our Vendors: Coronavirus Update

Citizens is committed to the safety of our employees, our vendors and the communities we serve, and is taking the coronavirus health risk seriously.

Citizens' leadership team is actively monitoring the situation – following the guidance and protocols established by local, state and federal health agencies.

In an abundance of caution, and to help mitigate the spread of the virus and further protect the health and well-being of our employees, vendors and visitors, Citizens also has taken additional precautions, including:

- Installing hand sanitizer stations throughout our facilities
- Ordering janitorial staff to conduct additional cleaning of all common surfaces
- Avoiding non-essential air travel and conference activity by employees
- Having employees and visitors self-report recent travel and/or possible contact with the virus.

While precautionary, these efforts underscore Citizens' commitment to the safety and well-being of our employees and those with whom we interact. They are part of a broader, more detailed business continuity plan Citizens is prepared to invoke – should conditions surrounding the coronavirus worsen – in order to help reassure the safety of Citizens' employees, vendors and clients and the stability of Citizens' business operations during these times.

You can help. Please notify your Citizens point of contact if your organization's ability to provide goods or services has been or will be impacted by the coronavirus. To better help us all mitigate risk and avoid unnecessary exposure to the virus, you may be contacted by a Citizens' contract management representative with questions about what steps, if any, your organization is taking during the time of heightened precautionary actions.

Thank you for your understanding and mutual commitment to everyone's safety.