



Systems and Operations

Vendor Management Office

To Fourth-Party Vendors: Coronavirus Precautions

Citizens contractually authorizes certain vendors to use general contractors, subcontractors, independent contractors, contingent workers and other service providers to participate in the delivery or performance of goods and services to or on behalf Citizens. Citizens collectively refers to our valued “vendors of vendors” as “fourth-party vendors.”

Citizens continues to follow closely the [Florida Department of Health](#) and [Centers for Disease Control and Prevention](#) guidelines and recommendations regarding appropriate steps to take to help prevent the spread of the coronavirus (COVID-19) and safeguard the health and well-being of our employees and policyholders. Citizens is actively reviewing our policies and procedures to determine any viable opportunities to reduce employee and policyholder physical interactions.

Due to the respiratory nature of the transmission of the coronavirus (COVID-19), health officials advise that social distancing remains one of the more effective means of limiting the spread of the virus. As a result, for our fourth-party vendors who access Citizens facilities or physically interact with Citizens staff or policyholders, we ask that you undertake the following precautions:

- Where possible, handle the purpose of the access or interaction remotely.
- Ask screening questions of your staff before the access or interaction and do not permit any staff responding affirmatively to any of the following questions to access Citizens facilities or physically interact with any Citizens staff or policyholders:
 - Are you currently, or have you experienced any symptoms compatible with the coronavirus (COVID-19), such as fever, cough, or difficulty breathing, in the last 14 days?
 - Have you been exposed to anyone exhibiting the above symptoms or who has received a positive diagnosis of the coronavirus (COVID-19)?
 - Have you traveled internationally or domestically to an area of known coronavirus (COVID-19) infections, or traveled through an airport in the last 14 days?
- Require your staff to follow [Centers for Disease Control and Prevention](#) guidelines and recommendations before, during and after the access or interaction, such as social distancing and handwashing.

If you have questions regarding Citizens’ response to the coronavirus pandemic, please contact the Citizens vendor that you are participating with to deliver or perform goods and services to or on behalf Citizens or email vendor.inquiry@citizensfla.com.