



# Systems and Operations

## Vendor Management Office

### To Our Vendors: Coronavirus Update #3

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.

Due to the respiratory nature of the transmission of the coronavirus, health officials advise that social distancing remains one of the more effective means of limiting the spread of the virus. As a result, beginning Monday, March 16, Citizens' staff have been encouraged to work remotely on a voluntary basis.

For vendors who provide essential services at or for Citizens facilities, our offices are still open, and Citizens is not eliminating physical access to its facilities for essential vendor-provided services. A strict no visitation policy remains in place for all vendors for any nonessential reason, however, such as vendor presentations or account reviews.

For vendors who physically interact with Citizens policyholders, we ask that you continue to provide such services considering the precautions described below. Citizens is actively reviewing our policies and procedures to determine any viable opportunities to reduce policyholder physical interactions. Your Citizens Contract Manager will contact you at the appropriate time to discuss the implementation of any such opportunities.

For those vendors that have staff who physically access Citizens facilities for essential services and for those vendors that have staff who physically interact with Citizens employees or policyholders, we ask that they undertake the following precautions:

- Where possible, handle the purpose of the access or interaction remotely.
- Ask screening questions of vendor 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:
  - Are you currently, or have you experienced any symptoms compatible with COVID-19 (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 COVID-19?

- Have you traveled internationally or domestically to an area of known COVID-19 infections, or traveled through an airport in the last 14 days?
- Require vendor 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.
- Request that any subcontractors or other third-parties that participate on behalf of your organization in providing the essential services at Citizens facilities or who interact with Citizens policyholders comply with this communication.

For all vendors providing goods or services to Citizens, we ask that you immediately notify your Citizens Contract Manager if your organization's ability to provide goods or services to Citizens has been or will be impacted by the coronavirus. As previously communicated, to better help us all mitigate risk and avoid unnecessary exposure to the virus, you may be contacted by a Citizens Contract Manager with questions about what steps, if any, your organization is taking during the time of heightened precautionary actions.

If you have questions, please reach out to your Citizens Contract Manager. If you are unsure who your Citizens Contract Manager is, email [vendor.inquiry@citizensfla.com](mailto:vendor.inquiry@citizensfla.com) to obtain that information.