



# Enterprise Operations

## Vendor Management Office

### To Our Vendors: Coronavirus Update #8

Ever since the COVID-19 pandemic affected the way Citizens conducts business, we have been communicating guidance and protocols to our vendors who have staff who physically access Citizens' facilities or physically interact with Citizens employees or policyholders. We have asked, and continue to ask, our vendors to undertake the following **updated** precautions:

- Limit vendor staff access to Citizens' facilities solely for the purpose of providing essential services at or for Citizens' facilities.
- Where possible, handle the purpose of the access or interaction remotely.
- Ask screening questions of their vendor staff before allowing 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, listed below, compatible with COVID-19 in the last 14 days?
    - Fever or chills
    - Cough
    - Shortness of breath or difficulty breathing
    - Fatigue
    - Muscles or body aches
    - Headache
    - New loss of taste or smell
    - Sore throat
    - Congestion or runny nose
    - Nausea or vomiting
    - Diarrhea
  - Have you been exposed to anyone with flu-like illnesses, including that of family members, even if the cause of the illness is unknown?
  - 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?
- Have you been exposed to anyone who has traveled internationally; or, domestically to an area of known COVID-19 infections?
- Have you attended events or activities that include large gatherings (50 or more people) without masks (e.g. weddings, sporting events, etc.)?
- Require their vendor staff to follow [Centers for Disease Control and Prevention](#) guidelines and recommendations before, during, and after the access or interaction, such as physical distancing and handwashing.

In addition to vendors asking screening questions of their staff, Citizens also requests that vendors and their staff practice self-observation for any symptoms that could be compatible with COVID-19. If your staff observes any of these symptoms or responds affirmatively to any of the screening questions, do not allow such staff to access Citizens' facilities or physically interact with Citizens employees or policyholders. If your staff has accessed Citizens' facilities or has physically interacted with Citizens staff or policyholders and subsequently exhibits COVID-19 symptoms or tests positive for COVID-19 within 14 days of the access or interaction, immediately notify your Citizens Contract Manager. Names and personal information of vendor staff will be kept confidential.

In addition to the foregoing precautions, Citizens **now requires** that vendors who 1) access Citizens' facilities; or, 2) interact with Citizens employees or policyholders wear face masks when physically present in any of our facilities or common areas used to access our offices when physically distancing from others isn't possible or when interacting with a Citizens employee or policyholder.

For all vendors providing goods or services to Citizens, we continue to 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 your 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 or are unable to comply with the requirement for vendor staff accessing Citizens' facilities or interacting with Citizens employees or policyholders to wear face masks, 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. Thank you for your continued partnership during this difficult time.