



# Enterprise Operations

## Vendor Management and Purchasing

### To Our Vendors: Coronavirus Update #12

As an organization, Citizens has done a very good job at observing and practicing behaviors and protocols that help keep our staff and policyholders safe. The recent increases in COVID-19 cases serves as a reminder that we are not out of the woods yet and by continuing to follow these updated safety recommendations and to observe safety protocols while being mindful of our collective role to help keep one another safe, we will continue to make advances to minimize the impact of the virus.

- For vendors who have close contact with a policyholder, agent or other member of the public, masks are still required.
- Vendors should limit staff access to Citizens’ facilities solely for the purpose of providing essential services at or for Citizens’ facilities.
- Vendors and their staff should practice self-observation for any symptoms that could be compatible with COVID-19. If your staff observes any of these symptoms, do not allow said staff to access Citizens’ facilities or physically interact with Citizens employees or policyholders.
- Vendors and their staff will not be required, or be asked, to disclose their COVID-19 vaccination status.

The following table provides updated quarantine protocols depending on the specific scenario that our vendors and their staff should follow:

<b>Traveled through an airport</b>	
<b>Fully vaccinated or tested positive/recovered from COVID-19 within the last 3 months</b>  You may return to the office after travel (assuming you are without any symptoms), and there is no testing required.	<b>Unvaccinated</b>  You may return to the office after 10 days (if no symptoms are present) <b>or</b>  After 7 days upon receipt of negative PCR test taken no sooner than 4 days after travel.
<b>Traveled anywhere internationally or on a cruise ship</b>	
<b>Fully vaccinated or tested positive/recovered from COVID-19 within the last 3 months</b>  You may return to the office upon receipt of negative PCR test taken no sooner than 4 days after travel <b>or</b>  You may return to office 7 days after travel (if no symptoms are present).	<b>Unvaccinated</b>  You may return to the office after 10 days (if no symptoms are present) <b>or</b>  After 7 days upon receipt of negative PCR test taken no sooner than 4 days after travel.
<b>Contact with International Traveler</b>	
<b>Fully vaccinated, unvaccinated, or tested positive/recovered from COVID-19 within the last 3 months</b>	

You may return to the office after contact; however, please self-monitor for symptoms provided you have not been notified the international traveler tested positive for COVID-19.

### Potential or Known Exposures:

- 1) **Been exposed to anyone with COVID-19 or flu-like symptoms or illnesses even if the cause of the illness is unknown**
- 2) **Been exposed to anyone with COVID-19, even if they are asymptomatic**

#### Fully Vaccinated

You may return to office upon receipt of negative PCR test that is taken no sooner than 4 days after exposure to COVID-19 **or**

You may return to office after 7 days (if no symptoms are present).

#### Unvaccinated or tested positive/recovered from COVID-19 within the last 3 months

You may return to office after 10 days (if no symptoms are present) **or**

After 7 days upon receipt of negative PCR test taken no sooner than 4 days after exposure to COVID-19.

### Attended events or excursions to places that include large gatherings

#### Fully vaccinated or tested positive/recovered from COVID-19 within the last 3 months

You may return to the office after the event (assuming you are without any symptoms), and there is no testing required.

#### Unvaccinated

You may return to office after 10 days (if no symptoms are present) **or**

After 7 days upon receipt of negative PCR test taken no sooner than 4 days after the event.

### COVID-19 Positive – No Symptoms

#### Fully Vaccinated and Unvaccinated

If you have no symptoms, you may return to the office after 10 days have passed since your positive viral test.

### COVID-19 Positive -- Symptoms

#### Fully Vaccinated and Unvaccinated

If you had symptoms, you may return to the office after 10 days have passed **since symptoms** first appeared and 24 hours with no fever without the use of fever-reducing medications and other symptoms\* of COVID-19 are improving.

*\*Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation.*

If you have questions or are unable to comply with the requirements for vendor staff accessing Citizens' facilities or to wear face masks when interacting with Citizens employees or policyholders, 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 challenging time.