

Citizens Property Insurance Corporation

RETURN TO OFFICE PLAYBOOK

FOR VENDOR SERVICE PROVIDERS
AND CONTINGENT WORKERS

September 2020



KEEPING CITIZENS SAFE



CITIZENS
PROPERTY INSURANCE CORPORATION

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This is a working document that will be updated to reflect new or updated guidance, including changes in practices and any local, state or federal rules. This document is intended to provide information and instruction for all who enter Citizens' facilities to help prevent workplace exposure to COVID-19.

BACK IN THE OFFICE

Welcome Back!

Returning to work in the office is a step towards getting back to our “new normal.” In this playbook, we will discuss the changes to our usual office routines designed to help prevent workplace exposure to COVID-19. We need to rethink our usual activities in the office. Each of us has a responsibility to take appropriate measures to help keep our workplace as safe as possible. This document is intended to help us navigate the new office environment with safety and health in mind.

Below is an overview of a typical day back at the office. Additional details on protocols and expectations can be found below.

Providing a safe workplace environment for our staff is a top priority. To ensure we maintain a healthy work environment, be sure to report any positive COVID-19 test results, any symptoms, known exposure to someone who tested positive, any travel you’ve done, or other potential exposure to your vendor **before coming to the office.**

Upon entering any Citizens location, all employees, contingent workers, and vendor representatives must report to the lobby for temperature screening and acknowledgment. Infrared thermometers will be used and anyone with a reading over 100.4 degrees will be advised to return home and contact their vendor for further instructions. Your scheduled start and end times may be modified to support physical distancing during the screening process.

Face coverings are required when entering buildings, in all common areas, elevators, and while indoors when unable to engage in physical distancing (at least 6 feet apart).

There are changes to parking assignments in Jacksonville. Check your Citizens’ email for parking assignment information from Facilities. Follow the entry only/exit only signs on doors for the TIAA building (in Jacksonville). Citizens main lobby areas must be used for daily entrance to your work area. Once inside either the Jacksonville or Tallahassee buildings, look for directional signage and standing indicators in elevators.

Usual work activities may look a little different back in the office. In person meetings, stopping by a colleague’s desk with a quick question, eating lunch with others, will all require a change in our habits.

Common areas such as break rooms, conference rooms, and agile pods have reduced capacity to allow for physical distancing. While meetings can take place in conference rooms provided attendance does not exceed the assigned limit, continued use of our various virtual technologies is encouraged to allow those who are unable to meet in person to attend.

Steps have been taken to minimize full hand contact with high touch areas. You will notice some doors have toe pulls installed, others have been modified so that they can be pushed/pulled with your arm, elbow or hip, without having to twist the handle.

Breakrooms will have reduced capacity and seating will be spread out. Consider having lunch with others in a location that allows for physical distancing, including outdoors.

When your day at the office is over, be sure to take essential equipment such as your laptop, headset and webcam, home with you, even if you are scheduled to work in the office the following day as circumstances may create the need to revert to working remotely full time.

INDIVIDUAL HEALTH AND WELL-BEING

Reporting Illness/Exposure

Vendor service providers and contingent workers shall report any of the following to their vendor and should not come into the office:

- Tested positive for COVID-19
- Experienced COVID-19 symptoms including fever above 100.4, chills, difficulty breathing, shortness of breath, muscle aches
- Experienced any flu-like symptoms
- Been exposed to anyone with flu-like illnesses, including that of family members, even if the cause of the illness is unknown
- Been exposed to anyone with COVID-19, even if they are asymptomatic
- Traveled through an airport
- Traveled within the United States (including to other cities within Florida) in which large gatherings were attended or you were unable to physically distance
- Traveled anywhere internationally or cruise ship travel
- Came into close contact with someone who has traveled internationally
- Attended events or excursions to places that include large gatherings

The vendor will notify the Citizens contract manager and a decision will be made on whether if the service provider or contingent worker can work remotely or not.

If you experience COVID-19 symptoms including a fever above 100.4, chills, difficulty breathing, shortness of breath, muscle aches, or any flu-like symptoms while in the office, leave the office and notify your vendor, and do not come into the office until advised to do so.

Self-Quarantine and Return to Office

Citizens will work with the vendor responsible for the service provider or contingent worker to determine when return to office is permissible.

Contact Tracing

Citizens has established a response plan in the event Citizens employees, contingent workers, or vendor service providers have a potential COVID-19 exposure in a Citizens office. Citizens will contact the vendor of the impacted person(s) and will advise them of the potential exposure. Names and health information of those individuals who have tested positive for COVID-19 shall remain confidential.

SITE GOVERNANCE

Building Readiness

Workspace review and modifications have been made at all Citizens locations as needed and are listed below. In some buildings, additional actions are required and are also noted below.

Workspaces

Assessed and modified cubicle configurations where necessary to ensure proper physical distance between staff.

Installed plexiglass barriers at the reception areas and on cubicles with walk up counter height walls.

Common Areas

Installed posters and signage: directional walkway indicators, conference room reduced capacity limits, handwashing and hygiene reminders, water fountains unavailable.

Installed toe pulls on doors, wherever possible, to eliminate the need to touch door handles.

Modified door handles where possible to enable opening without use of hand.

Modified coffee access in Citizens Centre 1 (Tallahassee) to allow for physical distancing.

Parking Garages used by Citizens in Jacksonville are pressure washed, have improved lighting, and directional signage installed. Touch free technology in process.

Worked with building management for protocols on common areas such as entry/exit doors, elevator capacity, etc.

Hoteling space remains unavailable in Jacksonville and Tallahassee.

TIAA Bank building restaurants will operate based on demand. Signage and physical distancing protocols established. Eating areas and lounging space have reduced seating.

Cleaning Protocols

Janitorial cleaning services have been implemented with increased cleaning of high-touch surfaces.

Ensured all common area machines and equipment are clean, refreshed and ready for use (ice machines, water dispensers, microwaves, refrigerators).

Ongoing inventory of cleaning supplies and consumables to ensure inventory levels are aligned with forecasted building occupancy (hand soap, paper towels, hand sanitizer, cleaning products, etc).

Additional hand sanitizer and sanitizing wipes have been placed throughout the workplace.

Designated receptacles are available for discarding used Personal Protective Equipment (PPE) as you exit the building.

HVAC Systems in Jacksonville and Tallahassee meet standards for outside air exchange based on occupant load and automatically modulate to provide the safest balance of fresh air. On-going system maintenance occurs as scheduled to provide peak performance. High grade Minimum Efficiency Reporting Value (MERV) 8 air filters are changed more frequently.

The Tampa HVAC are electronically controlled, and on-going system maintenance and AF30 filter changes occur as scheduled by the landlord.

Vendors and Visitors

Implemented procedures for deliveries to all office locations that limit contact with vendors. Visitor check-in protocols have been modified to improve sanitation of shared materials and screening of visitors.

Vendor communications have been sent regarding protocols for entering Citizens' facilities.

Break Rooms

Break rooms have reduced capacity and seating is spread out to permit physical distancing.

Signage installed with reminders to wash hands upon entry before touching coffee pots, vending machines, ice machines, water dispenser, microwave or refrigerator handles to help keep germs from spreading.

Removed sponges used for washing utensils/plates. Paper towels can be used to wash personal items.

Break room amenities (ice machine, water dispenser, coffee pots, etc.) cleaned.

Conference Rooms, Training Rooms and Agile Pods

Capacity is 50% of the available seating to better accommodate physical distancing for meetings that must be held in person. Signage on conference room doors noting maximum occupancy installed and room details in Outlook updated.

Whiteboard markers and erasers have been removed.

Returning Computer Equipment to the Office

Many staff brought home computer equipment or had items shipped to them to better support working remotely. With our return to the office, equipment will once again be needed in our workspaces. In order to support a pivot to full remote work if circumstances change, staff should retain Citizens issued equipment at home until otherwise notified. Workspaces for returning employees in Phase 1 will have equipment replenished. You will need to transport your laptop, headset, webcam, and hard phone (if you had been approved to take one home), to and from the office on a daily basis. Monitors, docking stations, keyboards, and mice will be provided by IT at your workspace if needed.

MITIGATING THE SPREAD OF COVID-19

Cleaning Protocols

Increased frequency of cleaning and sanitizing of touched surfaces, equipment, and other surfaces in common areas such as breakrooms, restrooms, and conference rooms using products as outlined in the [Centers for Disease Control and Prevention](#) guidance for reopening workplaces.

Disinfecting workspaces/areas when a staff member tests positive for COVID-19.

Keeping your desk clean and free from paperwork and clutter to allow for proper cleaning by staff and our cleaning staff. Staff are encouraged to use company provided sanitizing wipes to clean/sanitize their assigned workstation, including high touch items such as desk surface, keyboard, mouse, and phone. Staff should clean computer equipment according to IT guidance, especially items transported between the office and home.

Screenings

Everyone must report to the Citizens lobby for temperature check and respond to screening questions before proceeding to their workspace. Infrared thermometers will be used and anyone with a reading over 100.4 degrees will be advised to return home and contact their vendor.

Facial Coverings

Everyone must wear face coverings when entering buildings, in all common areas and while indoors when unable to engage in physical distancing (at least 6 feet apart). Vendor Service Providers and Contingent Workers will need to provide their own facial covering when working in the office.

Within the public common areas of the TIAA Bank building, everyone should follow the local governmental requirements regarding facial coverings.

Social Distancing

Workspaces

Maintain physical distancing between workspaces, a minimum of 6 feet.

The cubicle walls are an additional barrier between staff. Avoid standing to speak to others over the cubicle walls.

Do not enter someone's workspace if a 6-foot physical distance cannot be maintained. If physical distancing is not possible, all parties must wear a mask.

Meetings

There are times when a meeting with colleagues to share ideas in person or using a whiteboard are beneficial. Using video conferencing remains the preferred method of meeting, however in-person meetings may continue, with a few modifications.

Conference rooms will have capacity reduced by 50%. Signage is posted on conference room doors with the maximum occupancy listed.

At all times, allow for 6 feet between participants at meetings.

Meetings with more than ten (10) participants are not allowed.

Conference room doors should remain open, when feasible.

Consider holding team meetings in open spaces that allow participants to spread out, or even outdoors (weather permitting).

Meetings held in offices should be limited to the number that supports physical distancing between participants -- in most offices this would be two (2) people. Consider leaving office doors open unless the subject matter is confidential.

Remember that not everyone may be comfortable or available for an in-person meeting or training and allow virtual attendance.

Common Areas

Maintain 6-foot distance from others, to the extent possible, when in common areas such as break rooms, restrooms, conference rooms, agile pods, other open team areas, and hallways.

Watch for and follow directional signage regarding elevator capacity.

Gatherings for lunch breaks and potlucks are highly discouraged. Do not move chairs in break rooms. Consider eating lunch outside or at your desk.

To minimize contact with non-Citizens staff, staff ordering food for delivery or meeting friends or family for lunch should meet them outside the building when possible.



Mail Services

Internal mail delivery will be modified to ensure physical distancing. You may be contacted by mailroom staff to pick up mail or packages at a designated location.

Tech Support while in the Office

If you need assistance with your computer equipment while working in the office, call Tech Support at extension 7333 or submit a request in myService. If the issue cannot be resolved remotely, Tech Support will coordinate any in-person meetings. All in-person support activities will be conducted while maintaining physical distancing practices.

Handwashing and Hygiene

Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand sanitizer with at least 60% alcohol.

Wash hands after entering break rooms and before touching coffee pots, vending machines, ice machines, water dispensers, microwaves or refrigerator handles to help keep germs from spreading.

Avoid touching your eyes, nose, or mouth with unwashed hands.

Cover your cough or sneeze with a tissue. Then, throw the tissue in the trash. Cough or sneeze into your elbow or shirt if a tissue is not available.

Hand sanitizer is available throughout the buildings.

Sanitizing wipes are available in break rooms and other common areas for use in cleaning surfaces in the break rooms, conference rooms and workspaces.

A stylus is available for use at all copy machines. Keypads will be wiped down by cleaning staff periodically. Everyone is encouraged to wash their hands or use hand sanitizer before and after touching the stylus or keypad.

Avoid providing printed materials to others and conduct as much business as possible through electronic media.

Screen sharing in conference rooms should be via wireless connection, whenever possible.

Because cleaning of whiteboard markers/erasers is difficult, these have been removed from conference rooms. You will need to bring your own if you need to use the whiteboards.

VISITORS AND VENDORS

If the services are critical and cannot be postponed, email [Facilities](#) to notify that these critical visitors are expected. Once the vendor performing the service arrives, they will need to check in at the lobby, answer the screening questions and then wait for the business unit personnel they are visiting to be contacted.

Lobbies are located on the 3rd Floor of the TIAA Bank Center in Jacksonville and at the main entrance of Citizens Centre 1 in Tallahassee.

All visitors will be asked screening questions prior to being escorted to a scheduled meeting. Access will be limited and when possible, business should be conducted remotely.



RECAP - STAFF RESPONSIBILITIES

We all contribute to a safe working environment and are counting on each other to practice appropriate health measures. Below are some of the protocols and habits we must all adopt to keep our workplace and communities safe.

Rules and guidance from local, state and federal agencies are subject to change and Citizens' protocols and practices may need to be modified accordingly. Be flexible. Be patient. *Most importantly, regularly read emails and articles posted on [our internal portal](#) to stay informed of expectations.*

Top 5 Things to Know About Returning to the Office

1

Protect People

Practice good hygiene. Stay home if you or someone in your household feels sick or has possibly been exposed. Complete Citizens' temperature checks and screenings. If you feel sick, leave the office and notify your vendor.

2

Mind the Signs

Watch for and follow directional signage, hygiene reminders, facial covering requirements and requests.

3

Together Apart

Always maintain physical distancing in the office – workspace, conference rooms, break rooms and hallways.

4

Clean and Clear

Keep your workspace clean and free from clutter. Clean up after yourself in common areas. Keep your IT equipment clean.

5

Cover to Care

Follow Citizens' and local requirements regarding facial coverings.

RESOURCE LINKS

"Cover your Cough": https://www.cdc.gov/flu/pdf/protect/cdc_cough.pdf

Handwashing: https://www.cdc.gov/handwashing/pdf/handwashingPoster_C_8x11_ENG-p.pdf

Florida Department of Health: <https://floridahealthcovid19.gov/>

Florida Department of Health "How do I prevent and prepare for COVID-19?":
<https://floridahealthcovid19.gov/prevention/>

CDC recommends that all people over the age of two wear face coverings in public settings and when around people who don't live in your household, especially when other physical distancing measures are difficult to maintain.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>

"How to Safely Wear and Take Off a Cloth Face Covering"

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf>

CDC: Considerations for Events and Gatherings

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/considerations-for-events->