



## Vendor Management and Purchasing

### To Our Vendors: Coronavirus Update #13

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 decrease in COVID-19 cases is encouraging. By continuing to follow these updated recommendations and 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 required if it is the preference of the person(s) with whom you are interacting.
- 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.

In accordance with CDC guidelines, the following table provides updated protocols depending on the specific scenario that our vendors and their staff should follow:

<p><b>Potential or Known Exposures:</b></p> <ol style="list-style-type: none"> <li>1) <b>Been exposed to anyone with COVID-19 or flu-like symptoms or illnesses even if the cause of the illness is unknown</b></li> <li>2) <b>Been exposed to anyone with COVID-19, even if they are asymptomatic</b></li> </ol>
<p><b>Up to date on vaccinations or fully recovered from COVID-19 within the last 90 days</b>          You may have in-person interactions with Citizens employees, policyholders, agents, or other member of the public after known or potential exposure provided you are without any symptoms.</p>
<p><b>Not up to date on COVID-19 vaccinations</b>          You may have in-person interactions with Citizens employees, policyholders, agents, or other member of the public no sooner than the 6th day after you have had a known exposure provided you are without any symptoms.</p>
<p><b>COVID-19 Positive – No Symptoms</b></p>
<p><b>Any vaccination status</b>          If you continue to have no symptoms, you may deploy no sooner than the 6th day after you had a positive test for COVID-19.</p>
<p><b>COVID-19 Positive -- Symptoms</b></p>
<p><b>Any vaccination status</b>          You may have in-person interactions with Citizens employees, policyholders, agents, or other member of the public no sooner than the 6th day after symptoms first appeared <b>and</b> 24 hours with no fever without the use of fever-reducing medications <b>and</b> other symptoms of COVID-19 are improving*</p>
<p><i>*Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation.</i></p>

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.