

Citizens' Reference Guide for Staffing Vendors



Citizens Property Insurance Corporation



This reference guide is provided by Human Resources.

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Welcome

Welcome to Citizens!

This guide is designated specifically for staffing vendors that contract with Citizens. In it, you will find policies and forms that will assist you as a vendor, and your employees, while on assignment at Citizens.

It is very important that the *Contingent Resource Checklist*, found in the Appendix section at the end of this guide, is completed and returned prior to the beginning of the assignment.

If there are any questions about this guide, email our Human Resources (HR) Recruitment department at Recruitment@citizensfla.com.



Dress Code Policy

Management, visitors, the public, customers and peers develop lasting impressions of Citizens from our employees and contingent resources. The following information is intended to serve as a guide to help define appropriate office attire for all. Our primary objective is to project a professional image while taking advantage of more relaxed dress attire. Casual dress offers a welcome alternative to the suits, ties, dress shoes and formality of the typical office.

Not all casual attire is appropriate for the office. Items that may be perfect for the gym, working in the yard, going on a picnic or playing sports are not acceptable for the office. Regardless of the item, it is essential to avoid wearing anything to the office that is excessively worn, frayed or wrinkled.

Listed below is a general overview of acceptable casual wear as well as a listing of some of the more common items that are not appropriate for the office. Neither group is intended to be all inclusive. Rather, these items should help set general parameters for proper casual attire and allow you to make good judgment about items that are not addressed specifically. A good rule of thumb is that if you are not sure if something is acceptable, choose something else to wear or inquire first.

Slacks	Slacks and conservative jeans are acceptable provided they are in good condition, clean and wrinkle free. Examples of unacceptable items include workout attire, beachwear, sweatpants, shorts, bib overalls, spandex or other form-fitting pants, and pants that are excessively worn and faded.
Shirts	Casual shirts with collars, golf shirts, sweaters, turtlenecks, and office-appropriate T-shirts are acceptable. Examples of unacceptable items include “undershirt” tees, sweatshirts, shirts/tops with loud, distracting or potentially offensive graphics, tank tops, halter tops, tube tops or any tops with visible spaghetti straps. However, tops with straps may be worn with a jacket.
Dresses and Skirts	Casual dresses and skirts, jean skirts and mid-length, split skirts are acceptable. Spaghetti strap dresses (without jacket), or miniskirts, must not be worn to the office.
Footwear	Loafers, flats, dress shoes, dress sandals, leather deck shoes and clean sneakers or tennis shoes are acceptable. Casual socks or even no socks or stockings are acceptable if it is suitable for the rest of the outfit. Slippers may only be worn for medical reasons and medical documentation must be submitted. Flip flops, beach sandals and slippers otherwise are not acceptable.

If you have a meeting scheduled with visitors or it is announced in advance that outside visitors (such as Board members) will be in the office, you should dress in business casual attire. The Company reserves the right to ask you to dress in more formal business attire as business needs warrant. Anyone deemed improperly dressed the first time will generally be warned not to wear that item of clothing again. Upon the second offense, the individual will be sent home off the clock with no pay.

Ethics Policy: No Gift Summary

As a government entity, Citizens must conduct its business in accordance with applicable ethics statutes. Citizens' *Code of Ethics* establishes the standards that guide the ethical conduct of Citizens' employees and Board members.

Some elements of Citizens' *Code of Ethics* address the relationship between Citizens employees and vendors/contingent resources. It is therefore important to understand the requirements of this *Code of Ethics* in order to ensure that you do not engage in behavior that would cause Citizens staff to violate the policy. For example, Citizens employees are not permitted to accept anything of value from a vendor and Citizens employees cannot have a financial interest in the business of a vendor.

No Gift Policy

Citizens' governing statute and *Code of Ethics* prohibit a Citizens employee from knowingly accepting, directly or indirectly, any gift or expenditure from a vendor. Vendors cannot give directly or indirectly, a gift or expenditure of any nature or any value to any Citizens employees or Board members. For example, you cannot buy lunch for or give gifts to Citizens employees.

The "no-gift" prohibition is not violated if the Citizens employee pays the actual cost or fair market value of the good or service, or gives something of equal or greater value to the vendor or policyholder at the same time the gift is received. Even so, *we strongly discourage* any type of gift-giving from vendors to employees (e.g., you should not offer to pay for an employee's lunch, buy snacks for the office, send flowers, or provide free services).

Financial and Business Interests

Citizens employees may not own or have a material personal financial interest knowingly, directly or indirectly, in a vendor.

A material personal financial interest means any position as owner, proprietor, manager, partner (active or silent), officer, director, shareholder or beneficiary of any such business or firm.

Employees may not be employed by a Citizens vendor as this would create a conflict of interest. If a vendor offers a job to a Citizens manager or above, the manager must immediately report this to HR.

Information Systems Policy

Purpose

Citizens considers access to electronic information resources to be a privilege granted on the condition that each individual uses these resources responsibly and in accordance with professional standards. This document provides guidelines for appropriate use of electronic information systems and services at Citizens. It is not a comprehensive document covering all aspects of use. It offers principles to help guide all individuals about the responsible use of electronic information systems and describes professional standards that must be observed. It will be modified as new questions and situations arise.

The policies and guidelines set out in this and associated policy documents apply to all Citizens systems, whether on or off-site and connected directly or indirectly to the Citizens network. The policies and guidelines cover these systems no matter who owns the network or the method of connection to the network. All registered users are responsible for their own actions, as well as for the actions of any person who they permit to access a Citizens system.

Definitions

For purposes of this policy, the following definitions apply:

Resources	Definition
Electronic Communications	Means and includes the use of information systems in communicating or posting information or material by way of electronic mail, bulletin boards, World Wide Web (Internet), or other such electronic tools.
Electronic Mail (email)	Means an office communications tool through which electronic messages are prepared, sent, and retrieved on personal computers.
Information Systems	Means and includes software, electronic communications, computers, networks, servers and other similar devices that are administered by Citizens and for which Citizens is responsible.
Networks	Means and includes video, voice and data networks, routers and storage devices.
Online Service (i.e. the Internet, World Wide Web, etc.)	Means a communications tool through which business information, reference material and messages are sent and retrieved electronically on personal computers.

Information Systems Policy, continued

Privacy and Information Security

Citizens' information systems contain private information that is protected by law from unauthorized use and disclosure. A contingent resource is prohibited from using or disclosing information on Citizens' Information systems other than to carry out the purposes for which Citizens discloses the information to the contingent resource.

Access

Individuals assume all responsibility for their access to Citizens' information systems. Passwords or access codes must not be shared with others. Although each user has an individual password to access the Information systems, the systems belong to Citizens and information regarding usage of Citizens information systems is accessible at all times by Citizens management for any business purpose. Unauthorized access to Information systems is prohibited. No one should use the ID or password of another; nor should anyone provide their ID or password to another, except in cases necessary to facilitate computer maintenance and repairs and then only to authorized Citizens Information Technology (IT) staff or Citizens management. When any user terminates their relationship with Citizens any further access and use of Citizens information systems is prohibited.

Waiver of Privacy: Citizens has the right to monitor all aspects of its information systems, including, but not limited to, monitoring users' use of the Internet, reviewing material downloaded or uploaded by individuals, and reviewing email sent and received by individuals. Users waive any right to privacy in anything they create, store, send, or receive on Citizens' information systems.

Permitted Use (Business Use and Limited Personal Use)

Citizens' information systems are to be used predominately for company-related business by authorized users only. However, limited personal use is permitted so long as it conforms to this policy and does not interfere with business operations or a user's performance of duties. As with permitted personal use of telephones for local calls, limited personal use of information systems does not ordinarily result in additional costs to the company and may actually result in increased efficiencies.

Under all circumstances, personal use of Citizens' information systems by contingent resources must comply with the guidelines provide in this policy and may not conflict with an individual's performance of duties and responsibilities for Citizens. Personal use may be denied when such use requires an inordinate amount of information systems resources (e.g. storage capacity, bandwidth, etc.).

Use of Computer Workstations and Software

Computer workstations (PCs) are the property of Citizens and not the personal property of the contingent resource. The following applies to PC and software use.

Virus Scanners:

All PCs will be protected with virus scanners. Users are not allowed to bypass the virus scanners when logging onto a PC. If a virus is found, the user should immediately call the MIS Department to be instructed on what steps to follow. If the user must leave a message on voice mail, they should turn the computer off and wait for a response from MIS. Do not continue to use the PC if a virus has been found.

Information Systems Policy, continued

Unauthorized Software: No software other than authorized software may be loaded onto the PC. Citizens does not condone the illegal duplication of software. The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless the manufacturer does not provide a backup copy. Unauthorized duplication of software is a federal crime.

Passwords: No passwords that block entry to the PC or to specific applications or files are allowed without prior approval from the users' Supervisor. Users also are reminded that logon and passwords may not be shared with any third party, nor may they be shared with another user, unless an authorized management official of Citizens requests such password(s).

Security: Should an individual resign, be terminated or otherwise be released from service at Citizens, all files on the PC remain the property of Citizens. Copying such files for personal use is prohibited.

Use of Online Services

Access and usage of Citizens' online services is monitored and individuals accessing online services may be identified. Users of Citizens' information systems and resources should be mindful that accessing a particular bulletin board or website leaves company-identifiable electronic tracks, even if the user merely reviews or downloads the material and does not post any message.

Individuals also should be aware that Citizens reserves the right to monitor routinely online services access and usage without prior notice to ensure that the system is being used for Citizens' purposes according to this policy. Citizens also reserves the right to ensure that its policies prohibiting harassment and inappropriate behavior are being followed. Therefore, users should access sites that are necessary for company business only. Inappropriate use may subject a user to termination of assignment.

Use of Electronic Mail

Citizens' email is intended to be used to promote the effective performance of Citizens' business. While it is acceptable to send or receive personal messages of a limited number and frequency, personal use of the email system must be kept within the bounds of efficiency and good judgment and under no circumstances should it interfere with a Citizens user's performance of job duties or violate Citizens' policies regarding appropriate workplace behavior.

All email/Internet records are considered company records and should be transmitted only to individuals who have a business need to receive them. Citizens' *Information Classification and Handling* policy (405), provides that the following information is restricted: Social Security numbers; driver's license or government identification numbers; financial account numbers; and medical treatment information or account numbers. The use of email containing restricted information is strongly discouraged. Contingent resources must receive explicit permission from Citizens to email restricted information outside of Citizens' network, and such emails must be encrypted. For instructions on encryption, contact Citizens' IT department.

Information Systems Policy, continued

Additionally, as company records, email/Internet records are subject to the Florida Public Records Act. Unless a specific statutory exemption exists, the records are subject to public disclosure by Citizens. Further, exempt records may be subject to disclosure to law enforcement or government officials or to other third parties through subpoena or other process. Consequently, users always should ensure that the business information contained in email or Internet messages is accurate, appropriate, and lawful. Abuse of the email/Internet systems through unacceptable personal use, or use in violation of law or Citizens' policies, may result in termination of assignment.

Citizens reserves the right to disclose users' email messages or Internet records to third parties without notification to or permission from the users sending or receiving the messages. As a condition of initial and continued assignment at Citizens, all users consent to Citizens' review and disclosure of email messages and Internet records. In addition, email messages will be stored and retained in accordance with Citizens' records management policy.

All users should be mindful that when they browse the Internet or send email containing the Citizens domain address, they are representing Citizens--not merely themselves--in a public medium. Under no circumstances should any individual's use of the Internet compromise the legitimate business interests of Citizens or give rise to illegality.

Foul, offensive, defamatory, pornographic, or other inappropriate communication strictly is prohibited. Further, Citizens prohibits email messages containing offensive material, disparaging remarks based on sex, race, ethnicity, national origin, disability, marital status, or age, off-color remarks or jokes, or disparaging statements about any employee, Contingent resource, or supervisor. Users may not use the Internet to access, view, or download inappropriate materials, including but not limited to harassing or offensive materials, or materials that disparage or demean persons on the above-described bases.

Misuse of Computers and Electronic Information Systems

Misuse of Citizens' electronic information systems and resources is prohibited. Although most users strive for acceptable and responsible use of the system and resources, inexperienced users may unwittingly engage in behaviors that violate the principles and guidelines of responsible and acceptable use. To that end, this section outlines some of the more common forms of violations that occur. These examples should not be interpreted as an exhaustive list of violations. Questions regarding the appropriateness of specific behaviors should be directed to IT or HR. Misuse or violations include, but are not limited to, the following:

- Deleting and or wiping company data from systems prior to surrendering
- Using information systems for any illegal or unauthorized purpose
- Viewing or listening to objectionable, obscene, pornographic, or harassing material
- Sending chain letters or unauthorized mass mailings or transmitting a crippling number of files across a network
- Downloading or accessing music, movies, and/or video files for personal use
- Violating any federal, state, or local laws, such as laws of libel, privacy, obscenity, and fraud
- Promoting political or religious activities
- Installing or modifying software. Connecting devices other than those provided by Citizens (including but not limited to data storage devices such as disks and flash drives) to Citizens' network or computers
- Supporting non Citizens employment activities
- Using electronic communications to harass or threaten other employees or contingent resources to create an atmosphere that unreasonably interferes with their work environment. Similarly, using electronic communications to harass or threaten other information recipients in addition to Citizens users

- Sending abusive, harassing, obscene, hoax, or forged messages, including messages sent under someone else's username
- Attempting to modify or remove computer equipment, software, or peripherals without proper authorization
- Violating any software license or copyright, including copying or redistributing copyrighted software, without the written authorization of the software owner
- Launching a computer worm, computer virus, or other rogue program
- Excessive recreational or non-business use of electronic information resources
- Gambling or engaging in any activity or action through the use of electronic information systems that violates Citizens' policies and regulations, or federal, state, or local laws

Application and Enforcement

This policy applies to all contingent resources, consultants, and outsourced vendors conducting business on behalf of Citizens. Violation of this policy may result in termination of assignment.

Damaged, Lost or Stolen Equipment

Citizens' IT resources may contain confidential information or other sensitive data. Therefore, the vendor immediately will provide notice to HR and IT when equipment is lost or stolen, or when the vendor becomes aware of any incident that compromises, damages, or causes loss of Citizens' data, to prevent unauthorized access to Citizens' business information.

If equipment is damaged, lost or stolen due to negligence, the vendor is responsible for the equipment and may be required to reimburse Citizens for replacement or repair.

Equipment Returns

At the end of a contingent resource's assignment, vendors will work with HR to secure and retain any and all equipment and resources belonging to Citizens. Failure to comply will result in the assessment of a reimbursement fee for equipment costs.

Discrimination Policy

Citizens is committed to maintaining a work environment that is free from discrimination and in which employees and contingent resources can devote their full attention and best efforts to the job. Harassment and other forms of discrimination have no place in the work environment. Citizens will not tolerate any form of discrimination based on the following factors:

- Race
- Sex
- National origin
- Age
- Disability
- Religion
- Marital status
- Any other characteristic that is protected by law

This policy applies to all contingent resources when on Citizens' property or in the course of undertaking Citizens' business.

Examples of harassment that are covered by this policy include offensive language, jokes, or other physical, verbal, written, or pictorial conduct relating to an individual's sex, race, religion, national origin, age, disability, or other factor protected by law that would make a reasonable person experiencing such behavior feel uncomfortable or would interfere with the person's work performance.

The following examples are just that – examples. It is impossible to list every type of behavior that can be considered harassment in violation of this policy. In general, any conduct based on these traits that could interfere with an individual's work performance or could create an offensive environment is considered harassment in violation of this policy. This is the case even if the offending individual did not mean to be offensive. It is essential to be sensitive to the feelings of others.

Sexual Harassment

Sexual harassment (whether opposite-sex or same-sex) is strictly prohibited. Examples of the types of behavior that may be considered sexual harassment in violation of this policy include the following:

- Sexually offensive jokes or comments
- Sexist comments or behavior (in other words, conduct that demeans other individuals because of their sex, even if not vulgar, lewd, or sexually provocative)
- Physical assaults or other unwelcome touching
- Promising favorable treatment or threatening unfavorable treatment based on an individual's response to sexual demands
- Displays of sexually oriented reading materials or pictures, including electronic materials
- Punishing an individual for complaining about sexual harassment, including but not limited to, any of the above

Discrimination Policy

Harassment Based on Race, National Origin, Age, Disability or Religion

Harassment based on race, national origin, age, disability or religion is strictly prohibited. Examples of the types of behavior that will be considered harassment based on these characteristics include the following:

- Jokes or negative comments about these characteristics
- Displays of reading materials or pictures containing negative material about these characteristics, including electronic materials
- Vandalism or pranks based on these characteristics
- Name-calling based on these characteristics
- Punishing an individual for complaining about these types of harassment

Reporting Discrimination

Citizens and its contingent staffing vendors cannot resolve matters that are not surfaced. Every individual has a duty immediately to report discrimination so that Citizens can try to resolve the situation. You should report discrimination when:

- You feel that you have been harassed
- You have seen someone else be harassed

This is true whether the alleged harasser is a Citizens employee, a supervisor or manager, or a non-employee, such as a customer, contingent resource, or vendor with whom Citizens does business.

Contingent resources should report harassment or other forms of discrimination to their employer, the staffing vendor, in accordance with their employer's policy. In addition, they also may advise Citizens' HR department of the same; they will coordinate any necessary activities with the staffing vendor.

No individual will be punished for bringing a report of discrimination to Citizens' attention or for cooperating in an investigation.

Citizens' Commitment to an Effective Anti-Discrimination Policy

An effective anti-discrimination policy depends on all of us working together to address this very important subject.

Time and Expense Reporting and Invoicing Process

Time Reporting and Approval

Step	Action
1	Contingent resource enters billable time into Daptiv (if applicable) and the vendor's time-keeping system or tool.
2	Contingent resource prints weekly time sheet from the vendor's time-keeping system or tool.
3	Contingent resource submits weekly time sheet to the Project Manager or designated Citizens manager for validation and signature.
4	Project Manager or Contract Manager gives the original time sheet to the contingent resource.
5	Contingent resource sends the signed original time sheet to the vendor for inclusion on the invoice.

Expense Reporting and Approval

Step	Action
1	Contingent resource prepares a <i>Vendor Reimbursement Expense Form</i> . (See Appendix)
2	Contingent resource provides Citizens' Contract Manager or Project Manager with the <i>Vendor Reimbursement Expense Form</i> for review and first tier of approval/sign off.
3	Approved <i>Vendor Reimbursement Expense Form</i> is returned to the contingent resource.
4	Contingent resource sends the original <i>Vendor Reimbursement Expense Form</i> , along with original receipts and supporting documentation, to the vendor for the second tier of approval/signoff, and inclusion on the invoice.

Invoice Submission

Step	Action
1	Vendor sends invoice for services, along with signed time sheets for all vendor resources, all <i>Vendor Reimbursement Expense Form(s)</i> and copies of all supporting receipts and documentation, to Citizens Accounts Payable department. The purchase order (PO) number and/or contract number must be included on the invoice for services and there should be only one PO or contract number per invoice. The invoice clearly must separate expenses such as travel from services.
2	One of two delivery methods may be used based on vendor preference: <ol style="list-style-type: none"> a) Electronic delivery: Vendor scans (.PDF format) the invoice for services, signed time sheets, the signed <i>Vendor Reimbursement Expense Forms</i> and all supporting documentation, including receipts, and sends them to AccountsPayable@Citizensfla.com. b) Postal delivery: Vendor sends invoice for services, along with all supporting documentation (signed time sheets, signed <i>Vendor Reimbursement Expense Forms</i> and receipts) to: Citizens Property Insurance Corporation, Attention: Accounts Payable Department, PO Box 10749, Tallahassee, Florida 32302.

Note: Travel expenses must be invoiced within 30 calendar days of the end of the month in which expense was incurred.

Vendor Travel Reimbursement Guidelines

Vendors must obtain authorization to incur travel expenses prior to travel. Travel without authorization will not be reimbursed unless specific travel plans and travel expenses are stipulated in the PO or contract.

At Citizens's discretion, Citizens will reimburse vendors for ordinary and necessary travel expenses incurred by their personnel as a result of performing duties on behalf of Citizens consistent with these guidelines. The traveler must use the most efficient route, employ the most economical and efficient method of transportation and request standard accommodations. Payment for travel expenses will be made only to the Vendor named on the contract or PO. It is the vendor's responsibility to directly reimburse its employees, consultants and/or subcontractors.

Reimbursement Procedure

To be eligible for reimbursement, the vendor must submit an invoice along with a *Vendor Travel Expense Reimbursement Form* (See *Appendix*) with copies or originals of required forms and receipts to Citizens Accounts Payable Department at AccountsPayable@Citizensfla.com, or by mail to ATTN: Accounts Payable, PO Box 10749, Tallahassee, FL 32302-2749.

Those personnel required to submit weekly or monthly time sheets to a Citizens Project or Contract Manager should fill out a *Vendor Travel Expense Reimbursement Form* and have it signed by the appropriate Citizens manager prior to submitting to their employer for reimbursement. The vendor will then invoice Citizens, including a copy of the *Vendor Travel Expense Reimbursement Form* and supporting receipts.

Contracted personnel or professional services vendors not required to submit monthly or weekly time sheets should submit their receipts to their employer, who will then invoice Citizens for the expenses, including copies or originals of all supporting documentation.

Travel expenses should be invoiced by the vendor within 30 calendar days of the end of the month in which the expense was incurred. Citizens may refuse payment of any expense reimbursement requests not invoiced within 90 days of return from travel or when expenses are not properly documented.

Travel Receipts

An itemized receipt *must* substantiate all expenses submitted for reimbursement, other than meals. (See the section on *Meal Reimbursement*). A valid receipt must show the following:

- Name of the establishment
- Location of the establishment
- Date(s) the expense(s) were incurred
- The type of expense
- The amount of the expense

If the vendor does not have a receipt to substantiate an expense, no reimbursement will be paid. A written explanation for reasonable gratuities will be accepted in lieu of a receipt. (See the *Gratuities* section for further guidance).

Vendor Travel Reimbursement Guidelines, continued

Transportation

In determining the mode of transportation, vendors should consider relative costs, time efficiencies, and the number of people traveling together and must select the most economical method of transportation. More expensive travel (e.g. flying versus driving) must be approved by Citizens' President or designee. Cost comparison form must be completed for in-state flights.

Citizens will reimburse for standard coach airfare and baggage fees only. More than one bag must be justified in writing. First-class or business class airfare will not be reimbursed. Citizens will reject additional fees associated with air travel, such as priority seating, upgrades or flight changes unless at Citizens' request.

Reasonable expenses for local transportation, such as a taxi or bus, are reimbursable. If a receipt is not provided, a written explanation must be submitted with the *Vendor Travel Expense Reimbursement Form*. Neither luxury conveyances nor unjustified immoderate fares will be reimbursed.

Tolls and parking will be reimbursed when accompanied by a receipt. If no receipt is available a written explanation is required. Valet parking will be reimbursed only when it is mandatory and will always require a receipt and a statement that the charge was a mandatory charge.

Citizens will reimburse mileage at the standard IRS mileage rate when a personal vehicle is used. Requests for mileage reimbursement must be accompanied by a map or log of destinations to support the request.

Rental Car Guidelines

Travelers must rent the lowest class size available (intermediate, standard, or full-sized) to accommodate the number of staff traveling and the equipment or materials being transported. Travelers are prohibited from requesting luxury or premium rental vehicles. Extra items, such as a GPS, will not be reimbursed. Citizens will reimburse a vendor for fuel used in the rental car; prior to returning the vehicle, the tank should be filled. Any charges by the auto rental agency for gasoline will not be reimbursed.

Subsistence

For travel including an overnight stay, the traveler may elect to take a per diem of \$80 per day (meals and lodging) or may instead claim necessary expenses for lodging plus a meal allowance.

LODGING

When making hotel accommodations, several factors must be considered:

1. Cost
2. Appropriateness
3. Proximity to the business activity or event

A written justification and quotes from area hotels must be provided if the expense exceeds \$150 per night (room rate only). These must be submitted with the authorization to incur travel.

Vendor Travel Reimbursement Guidelines, continued

Meal Reimbursement

The following table provides guidelines for meal reimbursement:

Meal	Traveler Must Depart Before:	And Return After:	To Claim Meal Allowance of:
Breakfast	6 a.m.	8 a.m.	\$6
Lunch	Noon	2 p.m.	\$11
Dinner	6 p.m.	8 p.m.	\$19
All Day	6 a.m.	8 p.m.	\$36

A meal allowance is provided in lieu of reimbursement for meals and meal tips. Receipts for meals are not required.

Gratuities

Reasonable tips may be reimbursed up to:

- 15 percent for taxi
- \$1 for valet parking
- \$2 per night for housekeeping
- \$1 per bag for bag handling, with a \$5 maximum

Non-Reimbursable Expenses

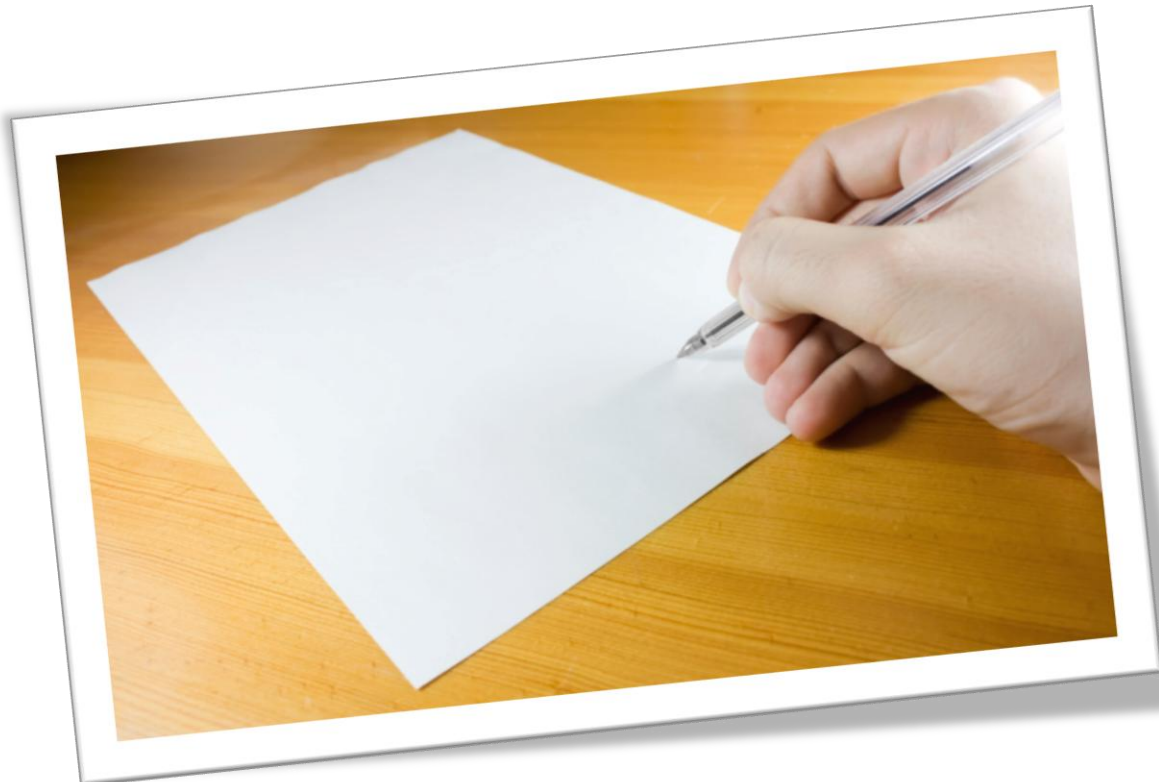
Personal travel expenses are not to be billed to Citizens, nor will they be considered for reimbursement. The following are examples of expenses that will not be reimbursed. This list is not inclusive of all items not covered. If there are questions regarding reimbursement of expenses, contact Citizens Accounts Payable at 850-513-3724 or AccountsPayable@citizensfla.com prior to incurring the expense.

- Alcoholic beverages
- Gifts
- Laundry
- Movies
- Snacks
- Personal items
- Lost or stolen baggage
- Reading materials
- Traffic and parking violation fees
- Maintenance or repair of personal vehicle
- Childcare or pet boarding
- Medications of any type

Appendix

On the next few pages, you will find the following checklists and forms for your completion and use:

- *Contingent Resource Checklist*
- *Authorization to Travel*
- *Vendor Business Travel Expense Form*
(<https://www.citizensfla.com/shared/purchasing/VendorBusinessExpenseForm.xlsx>)



Contingent Resource Checklist

Citizens requires that all contingent resources review the following policy overviews before reporting to their assignment*. Be sure to provide each resource with copies of the Citizens' policy overviews. HR must receive this signed confirmation *prior to the start of the assignment*.

Fax information to: (850) 576-3186 or send an email to: temporary.staffing@citizensfla.com

Contingent Resource and Vendor Name: _____

Policy Overviews	Reviewed/Complete? Initial
Unlawful Harassment and Discrimination	
Dress Code	
Confidentiality and Non-Disclosure**	
Information Systems	
Code of Ethics – No Gift Summary	

Background Verification	Complete and clear - Initial
Criminal Background Check	
Previous Employment History Verification	
Education Verification	

Vendor Organization Acknowledgement

I acknowledge that the vendor's employee named above has been provided and has reviewed the documents listed above. I further verify that the criminal background check has been completed, and that the previous employment history verification has been completed. I understand that Citizens may request a copy of the background check and other verifications at any time for audit purposes. I acknowledge that the vendor is responsible for coordinating the onsite release or termination of vendor's employee, including safely securing any equipment such as access badges, laptops, and any other Citizens' materials or equipment and returning such to Citizens.

Vendor Representative Name / Title

Vendor Representative Signature

Date Signed

*Additional documentation may be provided for review depending on the nature of the assignment.

**Vendor is required to review Citizens Non Disclosure Agreement with their employee and also maintain on file a signed agreement that is to the same standards or higher as Citizens Non Disclosure Agreement. (Refer to your Citizens Contract for details)



CITIZENS PROPERTY INSURANCE CORPORATION

CITIZENS AUTHORIZATION TO TRAVEL

DATE _____ COST CENTER _____

NAME _____ WORK LOCATION _____

RESIDENCE _____ DATES OF TRAVEL _____

EMPLOYEE _____ NON-EMPLOYEE _____

APPROVAL REQUIRED PRIOR TO TRAVEL

Submit the following along with this document: Most Economical Method of Travel Form (IF APPROPRIATE)

DESTINATION (LIST ALL):	Is mileage from point of departure to destination more than 50 miles?		Amount	Use this space if needed for any further justifications or explanations
	Yes	No		
PURPOSE OF TRIP (If Conference, Attach Agenda)	Estimated Travel Costs For:			
	Airfare		\$ -	
	Agent Fee		\$ -	
	Baggage fee		\$ -	
	Rental Car		\$ -	Rental Car Size:
	Fleet Car		\$ -	Justification Required for Upgrade
	POV	0 0.445	\$ -	
	Fuel for Rental or Fleet Car		\$ -	
	Lodging		\$ -	Justification for lodging if over \$150 per night:
	Meals		\$ -	
	Per Diem		\$ -	
	Parking		\$ -	Type of Parking
	Portage		\$ -	Number of Bags
	Conference Registration		\$ -	
	Miscellaneous		\$ -	Description for Miscellaneous items:
TOTAL EXPENSES:		\$ -		

Will travel be reimbursed by a third party? Yes _____ No _____ If yes, Explain:

Detailed Explanation of business purpose of trip (attach additional information if needed)

I HEREBY CERTIFY THAT TRAVEL AS SHOWN ABOVE IS TO BE INCURRED IN CONNECTION WITH OFFICIAL BUSINESS OF CITIZENS

TRAVELER'S SIGNATURE	MANAGEMENT APPROVAL	DATE	APPROVED BY CHIEF OR DESIGNEE	DATE
----------------------	---------------------	------	-------------------------------	------

Print Name

Print Name

PRESIDENT/CEO APPROVAL

DATE

REQUIRED FOR APPROVAL OF TRAVEL BY CHIEFS AND FOR ALL OUT-OF-STATE AND INTERNATIONAL TRAVEL

VENDOR BUSINESS TRAVEL EXPENSE FORM

Effective 04/07/2013

Vendor Employee Name: _____ Contract #/Purchase Order #: _____
 Vendor Name: _____ Citizens Contract Manager: _____
 Purpose of Travel: _____ Travel Destination : _____ W/E Date _____

Dates	Point of Origin	Hours of Departure and Return	Meals	Per Diem or Actual Lodging Expense	Personal Car Mileage Map and Vicinity Miles	Taxi & Car Rental	Gas (Rental car only)	Airfare	Parking and tolls	Incidental Expenses	
										Amount	Type
		M									
		M									
		M									
		M									
		M									
		M									
		M									
Purpose of Travel:			Total	Total	0 \$0.445	Total	Total	Total	Total	Total	Summary Total
			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Vendor Employee Paid Expenses			Amount Due								\$ -

Vendor Employee Name: _____ Citizens Representative Name: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

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