

We Are in This Together

At this time, Citadel Information Management is focused on the health and well-being of our employees and our customers as it relates to the spread of the Coronavirus (COVID-19). While there is still so much unknown, we are continuing to monitor the situation in real-time and take guidance from the communications released by the CDC, our State Departments of Health and other governmental agencies. We will continue to follow their guidance and take appropriate measures as needed.

Our objective remains to continue to safely provide you and your team with the vital information security service you require, while also keeping the health of everyone in mind. Service will continue, as normal, however, in order to do that, all employees have reviewed the updated health and safety policies and our customers should expect the following Citadel Employee protocols:

- All employees have been instructed to stay home if they are sick and are not to return until they are healthy
- All employees must wash their hands with anti-bacterial soap and (provided at all sinks), if a sink is not available use hand sanitizer every time they enter the Citadel office areas while on duty. All surface areas, including equipment, desks, countertops, keyboards, door handles, light switches, mobile phones, etc. are to be wiped and cleaned with disinfectant cleaner on a set schedule.
- Driver protocols - drivers and driver assistants entering and exiting their trucks, are to clean their dash, steering column, arm rest and exterior doors and handles, inside and out with disinfectant spray or wipes. Drivers will wear appropriate face masks and gloves at customer facilities when deemed necessary and will use hand sanitizer when it has been provided at customer service sites and at all times be respectful to customer health and safety protocols.

We ask for your patience – It is understandable that you may ask our drivers to follow new protocols. Please note for quality assurance at this time, if our drivers are asked to adhere to any unusual or unique requests that may prolong service at your location, they are to first call our Citadel office to receive approval prior to implementation.

Additionally, if your office will be closed on your regularly scheduled service date, please let us know prior by contacting Customer Service at customerservice@citadelim.com or by phone at 630 323-1540 x 121 or 122. We will continue to modify plans and implement new processes as more news unfolds, and we greatly appreciate your dedication as we work through this together. Sincerely, “Team Citadel”