

## **Covid-19 Update for Eagle Roofing Products' Valued Customers and Partners**

As we collectively navigate uncharted waters, Eagle Roofing Products is diligently monitoring the rules and regulations as it pertains to the Coronavirus (Covid-19) at the federal and state level, at all locations, where our manufacturing plants, offices and team member reside. As a company, we are adhering to the safety guidelines and directives as outlined by the Center for Disease Control and Prevention (CDC) to aid in reducing the chances of allowing this Virus to propagate.

The building and roofing industries are fundamental staples of the construction industry, which is deemed as an essential industry, at the state and local level. We will continue to operate and plan accordingly while minimizing the disruption to our business, and yours, while most importantly ensuring that our workforce and customers remain safe.

### **The following stands true as we continue to manage and assess the risks of Covid-19:**

**Manufacturing Plants:** Our production plants are open and operating. We plan to maintain inventory levels based on market demand. However, we are temporarily halting Saturday shipments in our Sumterville, FL, Deerfield Beach, FL and Rialto, CA facilities.

**Sales:** Our sales team has been instructed to respect the wishes of our customers by limiting contact to calls and emails. They are working remotely and are prepared to conduct virtual meetings, as well as assist in any way possible. You can find their contact information on our website: <https://eagleroofting.com/about-us/team-eagle/sales-teams/>

**Design Centers:** To minimize the risk of exposure, most of our Design Centers will be closed for the next few weeks. You can call the phone number on our website for the Design Center closest to you, and a knowledgeable team member will be available to provide phone and email consultations, process samples requests and more.

**Customer Service:** We are requesting that all customers call ahead **prior to** dispatching trucks so that we may prepare the requisite paperwork prior to arrival. We will deliver shipping documents to your drivers in the yard. In addition, access to our Customer Service offices will be limited to Eagle team members only.

**Samples Department:** Essential in our day-to-day operations, our samples departments are open. With an elevated demand due to a reduction in direct contact from our sales team, please be patient as it may take an additional day or two to receive concrete roof tile samples for the foreseeable future.

In the event that local governmental restrictions, or unforeseen supply chain disruptions, affect our ability to serve our customers, our local regional sales managers will provide additional updates as needed.