



March 17, 2020

Dear Valued Customers,

The Coronavirus continues to cause an ever-increasing impact to the safety and health of our associates, customers and communities while also causing unprecedented challenges to conduct normal business operations around the world. Makino is committed to fight the spread of COVID-19 and to assist our customers with maintaining on-going operations.

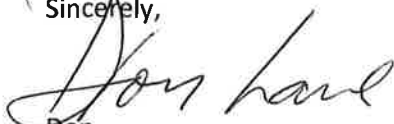
First, we thank everyone for working with us through this fluid and rapidly changing circumstance. Our efforts continue to keep business moving forward while taking precautions to protect each other.

Makino is working diligently with our supply chain and customer support organization to limit the impacts to our customers. We currently are not experiencing disruption that will limit our ability to provide services, parts and consumables to our customer base. We are monitoring this daily and will advise if we see any changes.

Makino also continues to work with our customers regarding machine deliveries and turnkey integration programs. It is our intention to work collaboratively to maintain all current schedules. We will work with customers to modify based on the ever-changing responses required by policy changes and/or guidance being issued by state and federal health officials.

We also intend to honor any safety measures our customers have in place. Our service team will coordinate prior to dispatching our employees to your sites. We are taking all necessary equipment and vehicle cleaning measures to reduce any risk of infection and continue to monitor CDC guidance on best protection practices.

Sincerely,

  
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