

Kirchheim unter Teck, 16th March 2020

Dear Business Partner,

As the coronavirus is overwhelming the world with continuously increasing risks, restrictions and fears, Makino is acting worldwide with a view to limiting the impact on our customers, suppliers, employees and their families. Whilst giving highest priority to the health of all our stakeholders, we also focus on maintaining the business and preventing delays and downtimes as far as possible by adapting the way we work and interact with each other.

Apart from adhering to all policies issued by the local Governments, we have increased the use of phone / video conferences – internally as well as externally – and we are grateful to our customers and suppliers for their flexibility and cooperation in this respect. We are also eager to enhance the utilisation of remote support whenever required to ensure that technical solutions to any problems that might arise are offered and implemented swiftly and with the adequate expertise.

Fortunately, we can report that all Makino employees – worldwide! – are safe and healthy so far! Nevertheless, we closely monitor the development of this extraordinary situation and stay alert to any changes that may appear. Please rest assured that we will take all required actions to support you and your operations as much as we possibly can, in all respects.

We would like to take the opportunity to express our sincere thanks for your understanding and cooperation in these difficult times.

Best regards,

A handwritten signature in blue ink, appearing to read 'P. Anders Ingemarsson', written in a cursive style.

P. Anders Ingemarsson
President & CEO
Makino Europe