

Dear Customers & Suppliers,

As citizens of the world we are being challenged to come together to defeat this unknown illness. We have a duty to protect our families and employees. As a business we are challenged to preserve the health and welfare of the company, as well as supporting our customers as they are challenged to do the same. I am confident that we all will meet these challenges. We will reflect upon these times with a lot of emotion. We will be a stronger society because of this challenge.



In response to the Coronavirus COVID-19, Roland Machinery is taking appropriate measures to ensure the safety of its employees, customers and suppliers. All of our branches are open and functioning. We have implemented a No Visitor Policy. We believe it's time to utilize technologies to satisfy our customers' needs. So, we are asking our customers to call, text, e-mail, and utilize our apps (E-Parts Central) to place parts, service, rental and sales requests. We do have a "Critical Only" workforce at all of our facilities. This includes parts counter, service dispatch personal and field technicians. The balance of our staff has been asked to work from home.

As of Monday, March 23, 2020, Roland we be enacting a Curb-Side Parts Pickup. We are asking all of our customers to either Call-In or Order On-Line, through E-Parts, www.myKomatsu.com or at www.rolandmachinery.com/parts for all parts orders. Additionally, we are continuing to transfer parts between branches and our strategic Drop Containers, daily.

Roland Service Departments are operating at full capacity, both shop and field. We ask for you to call in to schedule service work. Our shops have implemented a sanitation policy to wipe critical "hand touch" areas. This is being performed for both customer machines and rental / sales inventory.

Rental and Sales Departments are all working. The territory managers will be contacting you via phone. As a policy we believe now is not the time to walk into your office. We will be able to conduct all business digitally. If you need a machine walk-around or demo we will accommodate.

Remember we are all in this together. People helping people is a powerful concept that we must adhere to.

Stay Safe and God Bless,

Matthew L Roland
President