

FAQS –

How is McCloskey impacted by COVID-19?

McCloskey International Limited is a global company with sales, support and manufacturing facilities in three key regions impacted by COVID-19: Europe, Canada, and the USA. Our distributors and partners are located in every country around the world. The global pandemic is taken very seriously by McCloskey and its subsidiaries, and we are committed to every effort to contain and conquer the virus.

Is McCloskey considered an essential business?

We are primarily engaged in the business of developing, manufacturing and distributing essential equipment and solutions to key industries like construction, aggregates & mineral processing, and infrastructure. We are designated by most regional governments as key to keep services going by providing machine support, parts and service.

What are you doing to prevent the spread of COVID-19 in your operations?

The health and safety of everyone is paramount in all of the actions being taken by McCloskey International. Following the latest Government Guidance in order to best protect our employees and community, we have moved to remote and flexible work arrangements for those employees not required in factory operations. In some of our production facilities we have adjusted our schedules to allow employees to recommended isolation in the home. For remaining employees working on-site, we have strict protocols for health & safety, including maintaining physical distancing, available soap and water and hand sanitizer, enhanced cleaning and sanitation regimens, and screening prior to entry at all McCloskey facilities.

Can I visit the factory, and have a meeting with my contact?

At this time, all McCloskey facilities are closed to visitors, regardless of who they are meeting with or the reason. Our representatives are always available by phone ([link](#)) and email ([link](#)). We also encourage you to take advantage of the many online conferencing programs available.

What about my dealer? Are they open for business?

Most of our distributors are open but are also committed to keeping their employees safe. Please contact your local dealership to learn how it is continuing to serve customers.

Can I order a new machine?

You can certainly place an order; however, we are unable to provide a firm completion or delivery date due to changing regional guidance and regulations. We do have some existing inventory available to our dealerships to meet customers' needs in the short term. We will be ramping up our production for a full return to capacity when we receive instructions from the appropriate level of government, and when it is deemed safe to return to regular workflow for all of our employees.

I need some spare parts – Can I place an order as usual?

Many of our dealerships are open for orders, serving the essential businesses as designated by local governments. We encourage you to contact your local distributor ([link dealer map](#)). Our main warehouses in Europe, Canada and the USA have retained some key functions in order to fulfill outstanding machine and spare parts orders.

When will you resume full operations?

As we cannot predict how long this situation will last, we cannot give any firm commitment at this time, other than we will endeavor to commence full production again as soon as it is safe to do so. Our priority will always be the Health & Safety of our employees and doing our part to contain COVID-19 and flatten the curve.