

# CUSTOMER CHARTER

## Our Customer Service Standards

- We will always treat customers with respect & courtesy.
- We will listen carefully to what our customers say to determine the exact nature of each request.
- We will ensure that all requests are dealt with promptly.
- We will provide information that is clear and concise.
- We will act with sensitivity in relation to customer privacy.

## What you can expect from us

- Office hours 7am - 5pm Mon to Fri, 7am-12pm Saturday.
- After hours contact and 24/7 assistance available.
- Modern, low hour machines that are serviced and maintained in line with OEM guidelines.
- The ability to purchase new equipment for long term hires.
- Experienced Plant Coordinators with a wealth of knowledge.
- Qualified Heavy Duty Diesel Mechanics with a fleet of mine spec. service vehicles on hand to support machine servicing and maintenance.

## Our Branches

<b>PERTH, WA</b>	30 Coulson Way, Canning Vale WA 6155 39 - 43 Murray Road N, Welshpool WA 6106 25 Glassford Road, Kewdale WA 6105
<b>SYDNEY, NSW</b>	3 Glossop Street, St Marys NSW 2760
<b>MELBOURNE, VIC</b>	610 Geelong Road, Brooklyn VIC 3012
<b>BRISBANE, QLD</b>	2355 Ipswich Road, Oxley QLD 4075
<b>TOOWOOMBA, QLD</b>	8575 Warrego Highway, Withcott QLD 4352
<b>DALBY, QLD</b>	172 Drayton Street, Dalby QLD 4405
<b>MACKAY, QLD</b>	23 Barnes Creek Road, Cremorne QLD 4740
<b>ADELAIDE, SA</b>	525 South Street, Regency Park SA 5010
<b>PORT AUGUSTA, SA</b>	70 Victoria Parade, Port Augusta SA 5700
<b>DARWIN, NT</b>	402 Stuart Highway, Winnellie NT 0820
<b>ALBANY, WA</b>	140 Chester Pass Road, Lange WA 6330
<b>BUNBURY, WA</b>	3 Richter Road, Davenport WA 6230
<b>KALGOORLIE, WA</b>	2-4 Williams Street, West Kalgoorlie WA 6430
<b>BROOME, WA</b>	2 Clementson Street, Minyirr WA 6725
<b>GERALDTON, WA</b>	67-73 Flores Road, Webberton WA 6530
<b>PORT HEDLAND, WA</b>	
BRANCH 1	1 Manganese Street, Wedgefield WA 6721
BRANCH 2	1 Peawah Street, Wedgefield WA 6721
<b>NEWMAN, WA</b>	2 Bangkerbang Close, Newman WA 6753
<b>TOM PRICE, WA</b>	43 Boonderoo Road, Tom Price WA 6751
<b>KARRATHA, WA</b>	
BRANCH 1	1 Coolawayah Road, Karratha WA 6714
BRANCH 2	1006 Coolawayah Road, Karratha WA 6714

After hours call **1300 BROOKS (276 657)** and follow the prompts to speak with one of our friendly team members.

✉ [sales@brookshire.com.au](mailto:sales@brookshire.com.au)

🌐 [www.brookshire.com.au](http://www.brookshire.com.au)

This charter sets out our commitment to you as we aim to deliver the highest standard of service to ensure your expectations are met. We also want to let you know how we can help you when you need assistance. We are committed to continually improving our service by measuring our performance and we welcome your feedback. [Submit Feedback](#)

## Who to contact when you need to resolve an issue

### ■ BROOKS HIRE

Adrian Rorbach - General Manager

Phone: **0405 040 036** Email: [arorbach@brookshire.com.au](mailto:arorbach@brookshire.com.au)

Ryan Brown - National Manager and Ops. *North West*

Phone: **0407 766 916** Email: [rbrown@brookshire.com.au](mailto:rbrown@brookshire.com.au)

Ryan Delager - Operations Manager *South West*

Phone: **0456 593 446** Email: [rdejager@brookshire.com.au](mailto:rdejager@brookshire.com.au)

Robert Cirocco - Operations Manager *South East*

Phone: **0428 410 547** Email: [rcirocco@brookshire.com.au](mailto:rcirocco@brookshire.com.au)

David Morrow - Operations Manager *North East*

Phone: **0487 772 000** Email: [dmorrow@brookshire.com.au](mailto:dmorrow@brookshire.com.au)

### SERVICE DEPARTMENT (Machine service & breakdowns)

James Delcore - Aftersales Manager

Phone: **0459 500 059** Email: [jdelcore@brookshire.com.au](mailto:jdelcore@brookshire.com.au)

Stuart Farr - Field Service Manager *Eastern Region*

Phone: **0484 639 445** Email: [sfarr@brookshire.com.au](mailto:sfarr@brookshire.com.au)

### ■ BROOKS FLEET & SITE SERVICES

David Welch - General Manager - Site Services

Phone: **0499 940 449** Email: [dwelch@brookssiteservices.com.au](mailto:dwelch@brookssiteservices.com.au)

Troy Turner - Fleet Services Manager - Brooks Fleet

Phone: **0477 999 447** Email: [tturner@brooksfleet.com.au](mailto:tturner@brooksfleet.com.au)

### ■ BROOKS ACCESS & CRANES

#### ACCESS EQUIPMENT HIRE & SALES

For all sales enquiries Email: [sales@brooksaccess.com.au](mailto:sales@brooksaccess.com.au)

Jacinta O'Brien - Account Manager

Phone: **0448 129 304** Email: [jpickering@brooksaccess.com.au](mailto:jpickering@brooksaccess.com.au)

#### SERVICE DEPARTMENT (Machine service & breakdowns)

For all service enquiries Email: [service@brooksaccess.com.au](mailto:service@brooksaccess.com.au)

Luke Johnston - Service Manager

Phone: **0457 657 535** Email: [ljohnston@brooksaccess.com.au](mailto:ljohnston@brooksaccess.com.au)

Arnel Calvadores - Field Service Mechanic *North West*

Phone: **0484 329 186** Email: [LV099@brooksaccess.com.au](mailto:LV099@brooksaccess.com.au)

### ■ BROOKS EQUIPMENT SALES

Nathan Fenemer - General Manager

Phone: **0438 631 952** Email: [nfenemer@brooksequipment.com.au](mailto:nfenemer@brooksequipment.com.au)

### ■ TRANSPORT / DELIVERY DEPARTMENT

Michael Tink - General Manager

Phone: **0407 195 109** Email: [mtink@brookstransport.net.au](mailto:mtink@brookstransport.net.au)