

# 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</b>	30 Coulson Way, Canning Vale WA 6155 39-47 Murray Road N, Welshpool WA 6106
<b>SYDNEY</b>	3 Glossop Street, St Marys NSW 2760
<b>MELBOURNE</b>	610 Geelong Road, Brooklyn VIC 3012
<b>BRISBANE</b>	2355 Ipswich Road, Oxley QLD 4075
<b>ADELAIDE</b>	525 South Street, Regency Park SA 5010
<b>DARWIN</b>	402 Stuart Highway, Winnellie NT 0820
<b>BUNBURY</b>	3 Richter Road, Davenport WA 6230
<b>KALGOORLIE</b>	2-4 Williams Street, West Kalgoorlie WA 6430
<b>BROOME</b>	2 Clementson Street, Minyirr WA 6725
<b>GERALDTON</b>	67-73 Flores Road, Webberton WA 6530
<b>PORT HEDLAND</b>	1 Manganese Street, Wedgefield WA 6721
<b>NEWMAN</b>	2 Bangkerbang Close, Newman WA 6753
<b>TOM PRICE</b>	43 Boonderoo Road, Tom Price WA 6751
<b>KARRATHA</b>	1 Coolawanyah Road, Karratha WA 6714
<b>TOOWOOMBA</b>	8575 Warrego Highway, Withcott QLD 4352
<b>DALBY</b>	172 Drayton Street, Dalby QLD 4405
<b>MACKAY</b>	23 Barnes Creek Road, Cremorne QLD 4740
<b>PORT AUGUSTA</b>	70 Victoria Parade, Port Augusta SA 5700
<b>ALBANY</b>	140 Chester Pass Road, Lange WA 6330

## 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)

Keith Brooks - National Operations Manager  
Phone: 0439 925 552 Email: [kbrooks@brookshire.com.au](mailto:kbrooks@brookshire.com.au)

Steve Drage - Operations Manager *North West*  
Phone: 0499 988 859 Email: [sdrage@brookshire.com.au](mailto:sdrage@brookshire.com.au)

Ryan Brown - Operations Manager *South West*  
Phone: 0407 766 916 Email: [rbrown@brookshire.com.au](mailto:rbrown@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](#)

Mark Barbaro - Operations Manager *South East*  
Phone: 0448 442 551 Email: [mbarbaro@brookshire.com.au](mailto:mbarbaro@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)

Joe Piotrowski - National Service Manager  
Phone: 0477 887 000 Email: [jpiotrowski@brookshire.com.au](mailto:jpiotrowski@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 SITE SERVICES

David Welch - General Manager - Site Services  
Phone: 1300 276 657 Email: [dwelch@brookssiteservices.com.au](mailto:dwelch@brookssiteservices.com.au)

### ■ BROOKS ACCESS & CRANES

Claire Harrison - General Manager  
Phone: 0437 659 325 Email: [charrison@brooksaccess.com.au](mailto:charrison@brooksaccess.com.au)

### ACCESS EQUIPMENT HIRE & SALES

For all sales enquiries Email: [sales@brooksaccess.com.au](mailto:sales@brooksaccess.com.au)  
Jacinta Pickering - 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 - Workshop Foreman  
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)

Ben Laidlaw - Transport Manager *Eastern region*  
Phone: 0448 671 327 Email: [blaidlaw@brookstransport.net.au](mailto:blaidlaw@brookstransport.net.au)

### ■ PARTS DEPARTMENT

Phone: 1300 276 657 Email: [parts@brookshire.com.au](mailto:parts@brookshire.com.au)

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)