

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

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

Who to contact when you need to resolve an issue

■ BROOKS HIRE

SERVICE DEPARTMENT (Machine service & breakdowns)

James Delcore - National Aftersales Manager

Phone: **0459 500 059** Email: jdellcore@brookshire.com.au

Stuart Farr - Field Service Manager *Eastern Region*

Phone: **0484 639 445** Email: sfarr@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](#)

Adrian Rorbach - General Manager

Phone: **0405 040 036** Email: arorbach@brookshire.com.au

Robert Cirocco - Operations Manager *South East*

Phone: **0428 410 547** Email: rcirocco@brookshire.com.au

Ryan Brown - Operations Manager *West*

Phone: **0407 766 916** Email: rbrown@brookshire.com.au

David Morrow - Operations Manager *North East*

Phone: **0487 772 000** Email: dmorrow@brookshire.com.au

■ BROOKS FLEET & SITE SERVICES

David Welch - General Manager - Site Services

Phone: **0499 940 449** Email: dwelch@brookssiteservices.com.au

Troy Turner - Fleet Services Manager - Brooks Fleet

Phone: **0477 999 447** Email: tturner@brooksfleet.com.au

■ BROOKS ACCESS & CRANES

Claire Harrison - General Manager

Phone: **0437 659 325** Email: charrison@brooksaccess.com.au

ACCESS EQUIPMENT HIRE & SALES

For all sales enquiries Email: sales@brooksaccess.com.au

Jacinta Pickering - Account Manager

Phone: **0448 129 304** Email: jpickering@brooksaccess.com.au

SERVICE DEPARTMENT (Machine service & breakdowns)

For all service enquiries Email: service@brooksaccess.com.au

Luke Johnston - Workshop Foreman

Phone: **0457 657 535** Email: ljohnston@brooksaccess.com.au

Arnel Calvadores - Field Service Mechanic *North West*

Phone: **0484 329 186** Email: LV099@brooksaccess.com.au

■ BROOKS EQUIPMENT SALES

Nathan Fenemer - General Manager

Phone: **0438 631 952** Email: nfenemer@brooksequipment.com.au

■ TRANSPORT / DELIVERY DEPARTMENT

Michael Tink - General Manager

Phone: **0407 195 109** Email: mtink@brookstransport.net.au

Ben Laidlaw - Transport Manager *Eastern region*

Phone: **0448 671 327** Email: blaidlaw@brookstransport.net.au

■ PARTS DEPARTMENT

Phone: **1300 276 657**

Email: 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

🌐 www.brookshire.com.au