BROOKS BROOKS HIRE BROOKS ACCESS BROOKS TRANSPORT BROOKS EQUIPMENT

CUSTOMER CHARTER

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*

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
	39-47 Murray Road N, Welshpool WA 6106
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
GERALDTON	67-73 Flores Road, Webberton WA 6530
PORT HEDLAND	1 Manganese Street, Wedgefield WA 6721
NEWMAN	2 Bangkerbang Close, Newman WA 6753
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

Lenore Brooks - General Manager Hire
Phone: 0439 929 966 Email: lbrooks@brookshire.com.au

Josh Willett - General Manager *Eastern region*
Phone: 0487 888 799 Email: jwillett@brookshire.com.au

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

Gary Bushell - Hire Manager *North West*
Phone: 0487 772 000 Email: gbushell@brookshire.com.au

Adrian Rorbach - Hire Manager *Eastern region*
Phone: 0405 040 036 Email: arorbach@brookshire.com.au

SERVICE DEPARTMENT (Machine service & breakdowns)

Joe Piotrowski - Service Manager *North West*
Phone: 0477 887 000 Email: jpiotrowski@brookshire.com.au

Stuart Farr - Field Service Manager *Eastern Region*
Phone: 0484 639 445 Email: sfarr@brookshire.com.au

BROOKS SITE SERVICES

Ben Cook - General Manager
Phone: 0499 940 449 Email: bcook@brookssiteservices.com.au

Warren Leggett - Account Manager
Phone: 0447 585 806 Email: wleggett@brookssiteservices.com.au

BROOKS ACCESS

Claire Harrison - General Manager
Phone: 0437 659 325 Email: charrison@brooksaccess.com.au

ACCESS EQUIPMENT HIRE & SALE

Jacinta Pickering - Account Manager
Phone: 0448 129 304 Email: jpickering@brooksaccess.com.au

Ashlea Hendrie - Hire Co-ordinator
Phone: 0477 016 716 Email: ahendrie@brooksaccess.com.au

SERVICE DEPARTMENT (Machine service & breakdowns)

Luke Sala Tenna - Service Manager
Phone: 0477 952 377 Email: lsalatenna@brooksaccess.com.au

Luke Johnston - HD Mechanic
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

Ryan Nikolcic - General Manager
Phone: 0407 195 109 Email: rnikolcic@brookstransport.net.au

Adam Weeks - Transport Manager *Eastern region*
Phone: 0448 671 327 Email: aweeks@brookstransport.net.au

PARTS DEPARTMENT

Phone: 1300 276 657 Email: parts@brookshire.com.au

ACCOUNTS DEPARTMENT

Penny Chu - Chief Financial Officer
Phone: 1300 276 657 Email: pchu@brookshire.com.au

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

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