



## CUSTOMER SERVICE POLICY

Centro Crane Hire strives to foster and strengthen mutually beneficial with all stakeholders associated with our activities, both customers and suppliers.

---

### Our Vision :

- To be the first company of choice for all stakeholders.
- To be efficient, cost effective and safety conscious at all times.
- To be at the fore front of industry best practice through our association membership/s and open honest communication with our industry peers.

---

### We commit to a premium level of customer service by :

- Making sure that the health and safety of our people and those we work with are at the top of our agenda.
- Responding quickly, efficiently and fairly to concerns and issues raised by all customers, stakeholders and third parties.
- Effectively assessing the specific needs of each of our customers and striving to exceed their expectations.
- Providing a fully comprehensive best value service.
- Employing a high calibre of people who understand the importance of customer service and take ownership of their actions at all times.
- Actively seeking and acting on customer feedback on our level of performance and level of service.
- Striving to improve both our products/equipment and service.
- Expanding our operational scope to meet changing industry needs , both through updating our own fleet and fostering good relationships with industry peers.
- Maintaining an awareness of the impact of our activities on third parties, managing these impacts appropriately and providing public liaisons as required.
- Managing environmental issues appropriately.

Contact: [enquiries@centrocrane.com.au](mailto:enquiries@centrocrane.com.au)

