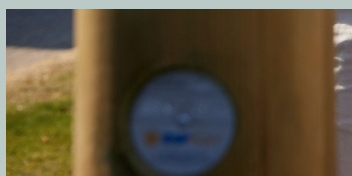
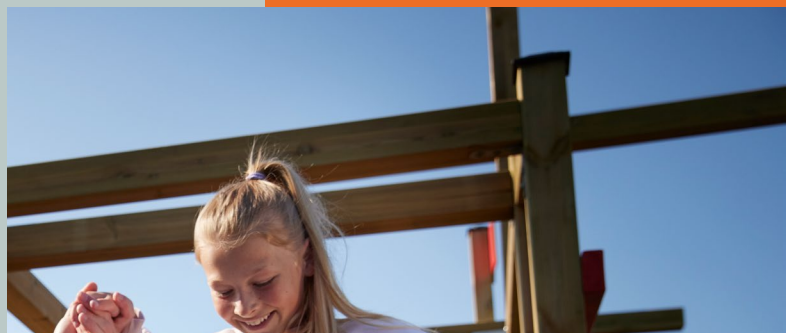




ESP

Play with purpose



Customer Care Policy

For the Tourism & Leisure Sector



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Policy Statement

1. Policy Statement

This customer care policy sets out ESP PLAY's commitment to delivering an exceptional level of service and support to all our customers throughout the entire lifecycle of their play equipment.

This policy outlines our approach to customer care for clients including housebuilders, residential developers, hospitality and leisure operators, local authorities, councils and schools, from initial design consultation through installation, inspection, warranty and ongoing maintenance.

We recognise that a play space is far more than a collection of equipment. It is a place where children develop, communities connect and people of all ages and abilities enjoy outdoor activity. Our commitment to customer care reflects the importance of that investment. We are dedicated to building long term relationships with our customers, founded on trust, transparency and a genuine desire to support them throughout the life cycle of every project we deliver.

2. Scope

ESP PLAY's customer care services cover the project life cycle and extend well beyond the point of handover. Our service offering encompasses the following core areas:

- **Design and consultation and aftercare support**
- **Manufacture and supply of play equipment**
- **Installation and project delivery**
- **Independent postinstallation inspections**
- **Dedicated customer care account management**
- **Callout reactive response services**
- **Product warranty procedures and planned preventative maintenance support**

3. Customer Care Principles

ESP PLAY's customer care services are built on the following principles:

- **Safety First** – ensuring all equipment meets applicable standards and legislation
- **Compliance** – adherence to EN 1176 and EN 1177 playground safety standards
- **Clear Communication** – transparent, timely and proactive engagement
- **Responsiveness** – prompt handling of enquiries, callouts and issues
- **Accountability** – clear ownership of customer issues from start to resolution
- **LongTerm Partnership** – supporting clients throughout the lifecycle of their play spaces

4. Dedicated Customer Care Account Management

Each customer is supported by a Dedicated Customer Care Account Management Team who act as the primary point of contact throughout and beyond project completion.

Responsibilities include:

- **Managing customer communications and enquiries**
- **Coordinating design, installation and inspection stages**
- **Logging, tracking and resolving customer care issues**
- **Liaising with technical, installation and maintenance teams**
- **Providing aftercare advice and lifecycle support**

Customers are provided with clear contact details and escalation routes.

5. Design, Installation and Compliance Support

ESP PLAY provides a full turnkey solution, including:

- **Professional playground design tailored to site requirements and user needs**
- **Manufacture and supply of certified playground equipment**
- **Installation by qualified and experienced teams**
- **Coordination of independent postinstallation inspections**
- **Certification of compliance with EN 1176 and EN 1177 standards**
- **All projects are signed off only once safety, quality and compliance requirements are met.**

6. CallOut and Reactive Services

ESP PLAY operates a responsive callout service to address reported issues such as:

- **Equipment damage or defects**
- **Safety concerns**
- **Vandalism or accidental damage**
- **General operational issues**

All callouts are logged, assessed and prioritised based on safety and urgency. Customers are kept informed of response times, actions and outcomes.

Priority 1: Emergency

Callout: Within 24 Hours

Example: Immediate Safety Risk & Structural Failure

Priority 2: Urgent

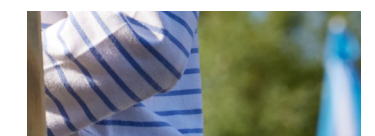
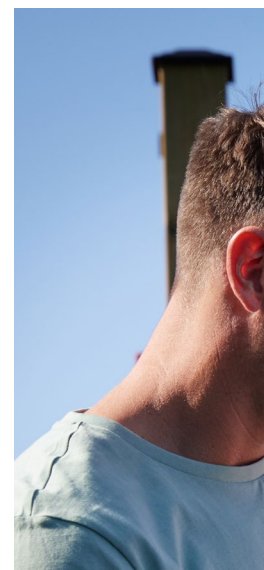
Callout: Within 3 Days

Example: Significant Defect, Broken Component, Surfacing Damage

Priority 3: Routine

Callout: Within 10 Days

Example: Minor Wear, Cosmetic Damage, Non Safety Maintenance





Policy Statement

7. Product Warranty Procedures

ESP PLAY provides product warranties in line with our product specifications and contractual agreements.

Warranty procedures include:

- **Clear documentation of warranty periods and coverage**
- **A straightforward process for submitting warranty claims**
- **Inspection and assessment of reported defects**
- **Repair or replacement of defective items where applicable**
- **Transparent communication throughout the claim process**

Warranty claims are handled efficiently to minimise disruption to site users.

8. Maintenance Services

ESP PLAY offers both planned and reactive maintenance services to support the longterm safety and performance of playground installations.

Maintenance services may include:

- **Routine safety inspections**
- **Preventative maintenance programmes**
- **Repairs and parts replacement**
- **Advice on operational best practice**
- **Support with statutory and duty-of-care obligations**

Maintenance recommendations are aligned with EN 1176 requirements and client operational needs.

9. Complaints Handling

ESP PLAY aims to resolve issues at the earliest opportunity. If a customer is dissatisfied, complaints are handled through a structured and fair process:

1. **Acknowledge the complaint promptly**
2. **Investigate thoroughly**
3. **Communicate findings and proposed resolutions**
4. **Implement corrective actions**
5. **Confirm closure and customer satisfaction**

All complaints are recorded and reviewed as part of our continual improvement process.

10. Continuous Improvement

ESP PLAY is committed to ongoing improvement of our customer care services through:

- **Customer feedback and surveys**
- **Review of callout and warranty data**
- **Staff training and development**
- **Regular review of procedures and performance metrics**

Lessons learned are used to enhance service quality and customer experience.

11. Our Turnkey Service from Design to Handover

ESP Play provides a complete turnkey solution for all customers, managing every stage of the project process through a single, accountable point of contact.

Our turnkey service includes:

3.1 Design and Consultation

Our experienced design team works collaboratively with each customer to develop play spaces that meet their brief, budget, site constraints and user needs.

We provide:

- **Site surveys and feasibility assessments**
- **Bespoke concept designs and 3D visualisations**
- **Age-appropriate and inclusive play space design**
- **Design compliance review against relevant ROSPA, Fields in Trust and planning guidance**
- **Value engineering and phased development options where required**

3.2 Manufacture and Supply

All ESP Play equipment is manufactured to the highest quality standards, using responsibly sourced materials and subject to rigorous quality control throughout the production process.

Customers receive:

- **Full product specifications prior to manufacture**
- **Lead time confirmation and proactive delivery scheduling**
- **Photographic quality control records available upon request**

3.3 Installation

ESP Play's directly employed installation teams carry out all installation works to the standards required by BS EN 1176 and BS EN 1177. Our installation service includes:

- **Pre-installation site survey and programming**
- **Full risk assessments and method statements (RAMS) provided prior to works commencing**
- **Site-safe installation by trained and competent operatives**
- **Minimal disruption to surrounding areas, with all waste removed from site on completion**
- **On-site quality checks throughout the installation process**

3.4 Independent Safety Inspection and Handover

On completion of every installation, ESP Play arranges an independent post-installation inspection carried out by a qualified RPII (Register of Play Inspectors International) or equivalent inspector.

This inspection confirms that all equipment has been installed correctly and conforms fully with:

- **BS EN 1176 — Playground Equipment and Surfacing**
- **BS EN 1177 — Impact Attenuating Surfacing**

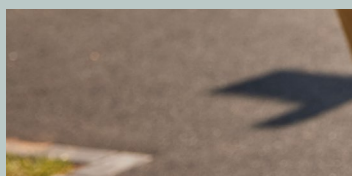
12. Policy Review

This Customer Care Policy is reviewed regularly to ensure it remains effective, compliant and aligned with industry best practice and customer expectations.



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