Quality Policy Statement

Our Vehicle Sales, Service, Parts and Test Centre operate under the authority and control of DAF Trucks AA, VDL Bus & Coach AA, NSAI and The Road Safety Authority (RSA). The legal basis for our commercial arrangements are underpinned by Franchise Agreements, Service Contracts or Authorisations, depending on the supplier/body.

We have developed a Quality Management System which meets the requirements of the International Quality Standard ISO 9001:2015 to ensure a high level of professionalism in the sales, maintenance, testing and Type Approval of Heavy Commercial Vehicles, Buses & Coaches.

In order to achieve this standard, the DAF and VDL Brand Guidelines, NSAI documentation, AVBB Requirements and the European Guidelines from CITA (Recommendation 9B) have been used alongside the RSA Guidelines on Test Centre Premises and Equipment 2022.

For DAF Distributors Ireland Ltd. to achieve the above policy, every employee must;

* Understand all applicable policies and regulations and the customer's requirements.
* Be responsible and accountable for their quality of work.
* Follow all applicable procedures and statutory requirements.

Our management team is totally committed to the above policies through the operation of our Quality Management System ISO 9001:2015 and ISO 14001. We have implemented it in support of our Strategic Objectives to deliver consistent and high-quality products and services. We confirm our commitment to complying with the requirements of the standard and continually improving the effectiveness of our Quality Management System and our organisation. We undertake to provide the necessary staffing and infrastructural resources to ensure the objectives of our business partners are met and our customers are satisfied with our services. In support of the Strategic Direction and Vision of our organisation we will establish and periodically review our quality objectives, communicate them regularly to our staff and continually review the System to ensure it is suitable to the needs of our Organisation.

We further commit to providing all necessary training, education and facilities to ensure that our Inspections and Tests are carried out to the highest international standards.

Through the implementation of the ISO 9001: 2015 & ISO 14001 Quality Management Systems, we commit to ensuring that all of the processes in our business are directed towards ensuring the total satisfaction of our customers.

Dated: December 2025