POLQUA – Quality Policy

1 – Quality Policy Statement

Liam Connolly (Roadfreight) Ltd is committed to providing professional, reliable and compliant transport, warehousing, cross-docking and logistics services that consistently meet the requirements of our customers, statutory and regulatory bodies and other interested parties.

As a provider of road freight transport, palletised distribution, food transport, feed transport, warehousing and associated logistics services, we recognise that quality is fundamental to customer satisfaction, operational performance and business success.

The Company is committed to:

- Understanding and meeting customer requirements.
- Delivering services safely, legally and efficiently.
- Maintaining compliance with all applicable statutory, regulatory and customer requirements.
- Maintaining the effectiveness of our Quality Management System.
- Applying risk-based thinking throughout our operations.
- Establishing, monitoring and reviewing measurable quality objectives.
- Developing the competence, awareness and engagement of our employees.
- Maintaining effective communication with customers, suppliers and interested parties.
- Managing operational risks that may affect service delivery.
- Investigating complaints, non-conformities and service failures.
- Implementing corrective actions to prevent recurrence.
- Continually improving our processes, systems and overall business performance.

2 – Quality Objectives Framework

To support this policy, the Company shall establish and monitor objectives relating to:

- Customer satisfaction.
- On-time service performance.
- Complaint reduction.
- Non-conformance reduction.
- Vehicle and equipment reliability.
- Food and feed safety compliance.
- Employee competence and training.
- Operational efficiency.
- Continuous improvement initiatives.

These objectives shall be reviewed regularly through management review processes.

3 – Commitment to ISO9001:2015

Top Management is committed to maintaining a Quality Management System that conforms to the requirements of ISO 9001:2015 and to continually improving its suitability, adequacy and effectiveness.

This policy shall be:

- Communicated to all employees.
- Available to interested parties.
- Reviewed at least annually.
- Updated where necessary to reflect changes in the organisation, its context or strategic direction.

4 – Signatories

William Connolly	Andrew Connolly	Darren Connolly
Managing Director	Company Secretary	Director