

POLICY NAME:	SUPERVISION, INFO. AND INSTRUCTION	DATE:	JANUARY 2026
POLICY REVISION:	02	BY	JONATHAN CLARK
REVIEW PERIOD:	ANNUALLY	REVIEW:	JANUARY 2027



CONTENTS

1. ACHIEVEMENTS AND UPDATES

2. PURPOSE

3. SCOPE

4. SUPERVISION AND ACCOUNTABILITY

5. SKILL MATRIX AND COMPETENCE FRAMEWORK

7. PROCEDURAL ARRANGEMENTS

8. REVIEW AND CONTINUOUS IMPROVEMENT

SUPERVISION, INFORMATION AND INSTRUCTION POLICY



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CONTENTS

1. AMENDMENTS AND UPDATES 3

2. PURPOSE 3

3. SCOPE 3

4. SUPERVISION AND ACCOUNTABILITY 3

5. COMMUNICATION AND INFORMATION FLOW 3

6. SKILLS MATRIC AND COMPETENCE FRAMEWORK 3

7. PROCEDURAL ARRANGEMENTS..... 4

8. REVIEW AND CONTINUOUS IMPROVEMENT..... 4

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1. AMENDMENTS AND UPDATES

ISSUE	DATE	AMENDMENT / CHANGE
FIRST	Unknown	All previous versions saved in 'Archive' server
02	Jan 2026	Template, wording and sections, part of GFS improvement process.

2. PURPOSE

The purpose of this policy is to define Glass and Framing Solutions Limited's commitment to maintaining a robust framework for the supervision, instruction, and communication of information across all areas of our operations.

This policy ensures that all work undertaken by employees and subcontractors complies with the Building Safety Act, Building Regulations, and other relevant industry legislation and standards.

3. SCOPE

This policy applies to:

- All employees, temporary staff, agency staff and contractors working at Glass and Framing Solutions Limited.
- All third-party suppliers, contractors, and business partners are expected to comply with the principles outlined in this policy.

4. SUPERVISION AND ACCOUNTABILITY

All project teams at Glass and Framing Solutions Limited operate under a defined supervisory structure to ensure accountability, competence, and compliance with statutory requirements. Each operational team is assigned a named Supervisor or Lead Installer who is responsible for overseeing the quality and safety of work performed on site.

Supervisors are accountable to the Project Manager or relevant Manager, who in turn ensures all projects adhere to Glass and Framing Solutions Limited quality, environmental, and safety standards. Typical supervision ratios are maintained at approximately one Supervisor per four to six operatives, adjusted according to the project size, complexity, and associated risk.

5. COMMUNICATION AND INFORMATION FLOW

Clear communication of instructions, design information, and safety guidance is critical to maintaining control and compliance on all projects. Glass and Framing Solutions Limited utilises the following communication channels:

- Daily site briefings and toolbox talks conducted by Supervisors.
- Weekly coordination meetings with Project Managers.
- Secure digital communications platforms, for real-time information:
 - Microsoft Teams
 - WhatsApp
- The Glass and Framing Solutions Limited SharePoint Intranet for controlled distribution of Method Statements, drawings, COSHH data, and training materials.
- Formal project reports and site diaries to document instructions and actions.

6. SKILLS MATRIC AND COMPETENCE FRAMEWORK

Glass and Framing Solutions Limited maintains a digital Skills Matrix and Competence Register that records the training, qualifications, and experience of all operatives, supervisors, and subcontractors. This system ensures that each person assigned to a project is competent and authorised for their respective tasks.

The competence framework includes the following levels:

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- **Installer:** Operates under supervision, holds a valid CSCS card and Glass and Framing Solutions Limited induction training.
- **Supervisor / Lead Installer:** Holds a valid SSSTS or SMSTS and First Aid certification.
- **Project Manager / Appointed Person:** Holds management level qualifications and authorisation to issue work instructions.

7. PROCEDURAL ARRANGEMENTS

This policy is supported by the following internal management procedures and systems:

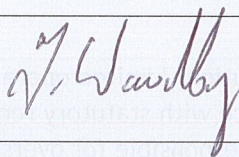
- Health and Safety Policy and Project Delivery Procedure (QP-HS-01)
- Site Induction and Supervision Procedure
- Quality Management System (ISO 9001)
- Environmental Management System (ISO 14001)
- Training and Competence Procedure (QP-HR-04)

These procedures collectively ensure that all information, instruction, and supervision activities are consistent, documented, and auditable. They also confirm compliance with client and regulatory requirements.

8. REVIEW AND CONTINUOUS IMPROVEMENT

This policy will be:

- Reviewed annually by Senior Management or more frequently if legislation or business operations change.
- Updated as necessary to ensure continued compliance and effectiveness.
- Supported by periodic audits and feedback mechanisms to identify and address potential weaknesses.

SIGNED:	
NAME:	Tony Waudby
TITLE:	Managing Director
SIGNED FOR:	Glass and Framing Solutions Limited
DATE:	15 th January 2026