



ANNUAL REPORT

2010

FOR THE GLASS AND GLAZING FEDERATION



Glass and Glazing Federation

THE 2010 PRESIDENT'S REPORT

BY PHIL BROWN

Phil Brown
PRESIDENT



GGF Presidents	
1977 - 1978	Peter Cutler
1978 - 1979	John R. Ozanne
1980 - 1981	Theodore Shepherd
1982 - 1983	Michael Weston Smith
1984 - 1985	Chris R. Salmond
1986 - 1987	Arnold E. Bird
1988 - 1989	Keith Bennett
1990 - 1991	Bryan Long
1991	Keith Bennett
1992 - 1993	Roger Castleman
1994 - 1995	Brian Wynnyates Smith
1996 - 1997	Ron Shakesheff
1998 - 1999	Graham Hinet
2000 - 2001	Greg O'Donoghue
2002 - 2003	Trevor Coles
2004 - 2005	Nigel Richmond
2006 - 2007	Rick Wilberforce
2008 - 2009	Robert Aitken
2010 - 2011	Phil Brown

2010 was a tough year for businesses in the UK and this was no different for many in the glass and glazing sector. Against this backdrop, it is imperative that the Federation demonstrated – and continues to demonstrate – to existing members and potential new recruits the value that membership brings to their businesses.

2010 saw a major revision of Document L in England and Wales which was implemented in October. The Federation played a pivotal role in bringing together all of the important voices in the fenestration sector to ensure that our industry's views were acknowledged and accepted by Government. As has become the norm, though, as soon as one regulatory cycle finishes, another one begins. Almost immediately, the Federation was back on the regulatory treadmill, pounding away as thoughts turned to 2013 and even

2016. This is one of the areas in which we are improving, becoming much more proactive and in a better position to help shape future regulations.

The appointment of a public affairs agency was a big and somewhat daunting step to take, but it has resulted in a greatly enhanced profile for the glass and glazing industry within political circles. Prior to this appointment, many in Government had failed to appreciate the benefits, notably in terms of energy and CO₂ savings, of energy efficient windows and doors. Green Deal absorbed much of our time and that of member companies who have mobilized their constituency MPs with considerable success. There are still many uncertainties surrounding the Green Deal, but we will endeavour to ensure that it creates opportunities for all of our members.

Despite increased competition, the commercial and quasi-regulatory businesses such as FENSA and BFRC continued to be the market leaders, not least due to their commitment to develop improved products and services.

Another success story was the rebirth of the website, essential in promoting the products and services of the Federation and, importantly, those of its members. One of several welcome innovations was the product directory, enabling members to manage their own company areas with contact details, product information and news items. Making the website a more effective, focused and interactive tool was consistent with a broader objective of improving communications to members and their customers.

Despite the fragile state of the UK economy, it was very encouraging to see that the Federation was able to

The Federation is now in a better position to help shape future regulations”



recruit new members, which was a credit to the hard work and determination shown by Nigel Rees and his team. The same qualities enabled many of the objectives for the year to be met, reinforced by the valuable input provided by members.

Looking to the future, the Federation has initiated a comprehensive review of its activities, structure, governance and resource levels. The output of this process will be a clear strategic direction for the next five years to ensure that we can deliver maximum added value to our members and wider stakeholders. It is several years since such a review was undertaken and the organisation – as well as the environment in which it operates – has changed significantly in that time. The Federation intends to fully communicate on progress of this strategy review and will encourage members to engage in the process.

This is your Federation – together, let us make it more effective for your benefit.



CHIEF EXECUTIVE'S STATEMENT

Nigel Rees

CHIEF EXECUTIVE AND NATIONAL SECRETARY



“We have continued to strive to generate new and better benefits to support our members”

‘We have seen the GGF Group continue to grow and prosper’.



I would echo the President's opening words that 2010 was another difficult year for the industry and an extremely hard year for the Federation, but an incredibly successful one as well. We began the year with a successful set of negotiations with the signatory Trade Unions for a settlement for the National Labour Agreement for the Flat Glass Industry and ended it with notable successes in our close liaison with the Department for Energy and Climate Change (DECC) with regard to Green Deal.

Although Green Deal has taken up a great deal of our time to spread the message of the benefits of energy efficient windows, we have made huge strides in improving the understanding of DECC as to what our industry can offer and provide to help the UK meet its emission reduction targets.

There is still a lot to understand and learn about Green Deal, but it is better to be totally involved with how a scheme will be introduced than to try and sit on the outside. Over the period we have seen the GGF Group continue to grow and prosper and these successes have brought with them new thought processes that are now necessary. It is for this reason that there was much debate on the need to review how the GGF Group operated and was governed to ensure it was performing to its best. As a result of these discussions we will instigate a five year Strategy Review in 2011 to achieve our aims.

I would like to thank the Federation membership for their continued support through these difficult times. We have continued to strive to generate new and better benefits

to support our members and ensure they are the first choice for consumers and clients. We will continue in this direction, raising awareness with prospective customers and making them understand just why they should only deal with GGF members. In the political arena and in particular with Green Deal in 2011/12, the Federation will relentlessly lobby on all the key issues on behalf of all members regardless of size, profile and market position.

By being the voice of the industry the GGF will ensure that it is the best Trade Federation serving the best members.



THE CAMPAIGNS

As the main trade federation in the industry, the GGF acts on behalf of its members to ensure their businesses; large, medium or small are fully considered in the political and commercial arenas.

In 2010, the GGF lobbied the Government on several issues with the main one being the Green Deal – the Government’s flagship policy for more energy efficient buildings in the UK. During the same period, the Federation also defended its members from criticism in the media

from new entrants to the industry and from consumer groups with regards to quality and service. Through this constant campaigning on behalf of its members, the GGF has become the voice of the industry.

The Glazing Ombudsman

Ombudsman became a widely used word in the glass and glazing industry throughout 2010. This was primarily due to the launch of cross industry schemes using the authoritative term to increase consumer confidence in companies’ services and products.

In view of this consumer and industry need for a fair, honest and straightforward ombudsman, The Glazing Ombudsman (TGO) was set up with sponsorship and support from the GGF and its sister company FENSA.

Until the end of 2011, the GGF will be funding the joining, vetting and membership fees to TGO for all GGF members for the first 12 months from their registration.

It’s a great opportunity for GGF members to offer their customers another value added benefit.



GREEN DEAL

Since mid 2010, the GGF has been working consistently within the political arena to raise awareness of the Glass and Glazing Industry and to highlight concerns with regards to the forthcoming Government Green Deal - a flagship policy for improving the energy efficiency of existing buildings in the UK.

It is based on a key principle that the cost of some energy efficiency measures pay for themselves, in effect,

through the resulting savings on fuel bills.

Enabling householders to install energy efficiency measures at no upfront cost is a revolutionary idea that holds enormous potential benefit for the construction industry. With this in mind the GGF decided to act fast and ensured it was in discussion with policy makers from the very start of Green Deal.



Green Deal Timeline

Future key dates

- 2010 > May - The Queen's speech announced the "implementation of a Green Deal" to deliver energy efficiency to homes and businesses
- > July – GK Political (the lobbying/PR firm) is appointed to advise and steer the GGF's public affairs
- > September - Chris Huhne, Secretary of State for Energy and Climate Change announces that "were all 26 million households to take up the Green Deal over the next 20 years, employment in the sector would rise from its current level of 27,000 to something approaching 250,000"
- > October – GGF send briefing papers to MPs to act as advocates for the Glass and Glazing Industry with regards to Green Deal
- > November – Relationships are formed with key MPs to champion the GGF and raise the key industry issues in Parliament
- > December - Introduction of the Energy Bill to Parliament

- 2011 > February - The Green Deal proposal passes through the detailed scrutiny of the House of Lords Committee and is due for report in March
- > May - The second reading of the Energy Bill takes place giving backbenchers and opposition MPs (briefed by the GGF) the opportunity to question its proposed scope
- > June : Green Deal documents for discussion at the Energy Bill's Commons Committee stage are published
DECC announces on its website that windows will be eligible for Green Deal consideration
GGF Chief Executive Nigel Rees delivers a speech on Energy Efficient Windows in the House of Commons at the National Home Improvement Council Parliamentary Lunch
- > July – GGF executives meet with the DECC finance team to discuss the financial implications of Green Deal
- > August – The Federation issues an in-depth update to GGF members explaining the Green Deal

- 2011 > September - officials engage stakeholders as they develop the technical details for secondary legislation
The Green Deal will be enacted from the Energy Bill and will ultimately become part of The Energy Act through Royal Assent
- > October – Formal consultation on secondary legislation to be issued
- 2012 > March/April
Secondary legislation to be passed
Detailed industry guidance prepared
- > October – The Launch of Green Deal

With the launch of Green Deal in October 2012, there are many questions needing to be raised and answered. As the voice of the industry the GGF will work to ensure that the Green Deal has a positive impact and outcome for all its members.

TECHNICAL AFFAIRS

Giles Willson

DEPUTY CHIEF EXECUTIVE AND DIRECTOR OF TECHNICAL AFFAIRS



One of the Federation's greatest strengths is its team of technical specialists who set the benchmark for standards and practice within the industry. In 2010 the Technical Department was involved with numerous long term projects, some of which are now completed, others are still in progress and once completed will take effect in the future.

European Influence

The GGF was actively involved in discussions and creative work on the Construction Products Regulation (CPR) and how this will impact on fenestration products with the European Harmonized Standards. If products are covered by a harmonized European Standard from 1 July 2013 they should be CE marked.

Standards

The GGF had a major impact on standards during 2010; not only with leading up UK delegations for glass, window and door products to CEN plenary meetings and ISO meetings but, with actively being involved with the preparation and development of new standards for the industry.

2010 Technical Achievements

Following discussions and consultations with the GGF, the Building Regulations were amended and updated in England, Wales and Scotland.

There is now parity in England, Wales and Scotland for thermal performance requirements for replacement windows.

Work started on the Approved Document L for Conservation of Fuel in England and Wales Review 2013. This work involved updates that will impact on the 2016 revisions.



FUTURE WORK

Green Deal

The Technical Department has been working with DECC since May 2011 to get energy efficient windows recognised as an energy saving measure and how the scheme will operate. The formal consultations will start October 2011 with the scheme planned to start October 2012. The GGF have and will continue to be actively involved with this work.

Sustainability

Work with the Department for Environment, Food and Rural Affairs (DEFRA) continues to develop their roadmap title "Windows sustainability action plan". This involves sustainability and environmental issues covering areas such as responsible sourcing and where more work is required to be undertaken to make the glass and glazing industry more environmentally friendly.

Conservation of Fuel

The ongoing work on the Approved Document L for conservation of fuel in England and Wales which will include updates for 2013 and 2016 revisions.

Technical Publications

- The GGF has new datasheets covering toughened glass, heat treated glasses, laminated glass, curved glass and security glazing.
- Best Practice Guide for Fire Resistant Glazing.
- The Best Practice Guides for Conservatories and Installation of Replacement Windows and Doors are due for completion in Autumn 2011.

Cradle to Cradle Sustainability Evaluation

This work will ensure products are ethically sourced, manufactured to a good standard, are effective and efficient in use and can be recycled at the end of their life.

The Technical Department will continue to work closely with the GGF technical groups to gain views and consensus for GGF members to have their voice heard and technical concerns addressed. With members input and a dedicated technical team the GGF's technical expertise will strive to attain the highest possible technical standards for the industry for the benefit of both members and homeowners.



MARKETING, PR AND EVENTS

James Lee
MARKETING AND COMMUNICATIONS MANAGER



It was a transitional year for the Federation's Public Relations Department with the department taking on a broader remit to cover all elements of marketing and communications resulting in a natural change in department title to "Marketing and Communications". The department's activity also changed significantly with an increase in PR campaigns, more overseas promotion and the start of a completely new website.

To help guide these changes a new Marketing and Communications Committee was set up and three specialist marketing/PR agencies were employed to make the marketing, communications and events of the GGF more proactive. The results of these changes saw the GGF gain a higher profile in the political world and in the industry overall plus an increase in consumer awareness. However, most importantly for the future, the new Marketing and Communications Department laid the foundations

for a modern, measurable website that will undoubtedly increase online brand presence to all the key audiences.

Communications by numbers

10 technical leaflets produced

12 editions of Glasseye monthly online magazine

18 feature articles

24 editions of Glassnotes the fortnightly e-newsletter

37 Press Releases issued

Functions/Conferences

- G10 Awards Dinner – London (as sponsors)
- Glass Qualifications Association Forum (as sponsors) - Milton Keynes
- GGF Media Lunch - London
- Glazing Executive Forum – Manchester

Events

- Exhibitions
- EcoBuild Exhibition - London
- National Homebuilding & Renovation Show – Birmingham
- Grand Designs – London
- Glasstech Asia - Singapore
- Glasstec - Düsseldorf
- Glassex/Interbuild - Birmingham

G10 Road Shows

These regional exhibitions included strong acquisition marketing drives to raise the GGF awareness in three UK cities. At the events the benefits of membership to potential new GGF members were promoted and explained in full. The events also included some technical seminars and regional meetings in Belfast, Birmingham and Wembley.



FUTURE PROJECTS

Online developments

- Ongoing improvements to the GGF website including setting up a technical area and energy efficient section.
- Setting up the GGF's presence in Social Media
- Re-launch of Glasseye in full digital format
- Development of the news section of the GGF's website

Events

The GGF is always keen to be at the key industry exhibitions and has committed to the following events in 2011 and 2012.

- Tall Buildings India
- Ideal Home Show London
- Eco Build London
- Glasstech Asia Exhibitions – Indonesia, Beijing and Mumbai
- Glasstalk Birmingham
- GPD Finland 2011
- Glasstec Düsseldorf 2012
- GII Awards (as sponsors)
- GPD China
- Glasstech Jakarta 2011
- Tall Buildings China 2012

Campaigns

The GGF will continue to sponsor and support The Glazing Ombudsman in 2011 and 2012.

The Green Deal will be high on the PR agenda with ongoing lobbying and information updates right up until the Government launch in October 2012.

Ongoing developments with consumer, trade and political PR to ensure the GGF gains wide exposure to all its key audiences.

Publications

The marketing team will continue to work with the Technical Department on all online and offline publications in 2011 and 2012.

Media Relations

Ongoing development with trade media and key journalists.

Following the success of the Media Lunch in 2010, the 2011 Media Lunch is scheduled for November 2011.

To increase the awareness in consumer magazines and websites, the GGF Marketing Team will send a new media pack to key journalists in October 2011.



FINANCIAL PERFORMANCE

Eian Hardacre
GROUP DIRECTOR OF FINANCE



The continued weakness in the UK economy has significantly affected the glass and glazing sector; however the Federation has managed to maintain a stable set of results for the year. This is in part testament to the financial strength of GGF member businesses.

The Federation will continue to develop its membership base within the confines of the strict entry criteria to ensure that it represents the best in the industry. Continued development of the subsidiary companies will ensure that the Federation remains a strong organisation fully able to carry out the requirements of its membership.

The Glass and Glazing Federation was founded on the 13th January 1977 by the change of name of the Flat Glass Association (founded 1st March 1964) to the GGF and the incorporation of the Insulating Glass, Safety Glazing and Glass Benders Association thus amalgamating the representative bodies of the major parts of the industry at that time. The antecedents of the FGA were the Plate Glass Association, the records for which go back to the 1800's. There is evidence in the Minute Books held in this building of glass and glazing companies meeting for their common interests a century earlier in 1780.

GGF

GGF



(A company limited by guarantee)
 Company number 4063012
 Summary accounts
 Income and Expenditure Account for the year
 ended 31 December 2010

Income	2010	2009
Net Subscriptions	969,086	1,027,050
Other Income	928,230	783,615
Total	1,897,316	1,810,665
Less		
Administrative Overheads	1,606,204	-1,658,228
Operating surplus	291,112	152,437
Profit on sale of property		772,199
Surplus after tax	291,112	924,636
Accumulated surplus brought forward	4,617,649	3,895,763
Actuarial movement on pension scheme liability	29,930	-202,750
Members funds	4,938,691	4,617,649

GGF STAFF

Alan Barnard	Conciliation Manager
Toby Blamey	Technical Officer
Nathaniel Boateng	Group Receivables Officer
Amy Calkin	Membership Administrator
Anne Campbell	PA to Chief Executive
Lis Chapelhow	Marketing and Communications Assistant
Russell Day	Technical Officer
Gemma Flaherty	Technical Secretary
Alicja Guyett	Group Payables Officer
Eian Hardacre	Group Director of Finance
Bridie Joyce	Home Improvement Secretary
James Lee	Marketing & Communications Manager
Declan Moore	Health and Safety Manager
Frieda Nahary	HR Officer and Training Adviser
Asha Pyndia	Group Management Accounts
Nigel Rees	Chief Executive and National Secretary
Steve Rice	Director of Glazing
Brian Smith	Home Improvement Manager
Peter Stuttard	Regional Manager
Micky Sulston	Technical Officer
Steve Sullivan	Post Room Manager
Elaine White	Receptionist
Jim Williams	Regional Secretary
Giles Willson	Deputy Chief Executive and Director of Technical Affairs



GGF GROUPS AND COMMITTEES 2010

GGF Board

General Council

Flat Glass Manufacturers Association

GGF Fund

Committees

Co-ordinating Group

Contracts

Environment

Finance and Membership

Health and Safety

Marketing and Communications

Regional Representatives

SC15L Standards Committee Part L Working Party

SC25 Standards Committee Thermal Efficiency Working Group

Standards

Training

Glazing Executive

Acoustics Group

Applied Film Group

Approved Emergency Glazing Contractors Group

Ballustrade Group

Curtain Walling Association

Curved Glass Group

EWFA - European Window Film Association

Extruders Group

Fire Resistant Glazing Group

Flat Glass Council

Glass Merchants and Processors Group

Glass Repair Group

Insulating Glass Units Manufacturers Group

Laminators Group

Mirror Group

Overhead Glazing Group

Safety Glazing Group

Scratched Glass Working Party

Solar Application Group

Special Interest Group

Standards Committee

Tougheners Group

Home Improvement Executive

Conservatory Association

Conservatory Association Technical Working Party

Consumer Management Committee

Hardware Group

Window and Door Group

Window and Door Technical Working Party (SC15)

Window and Door Security Working Party

Specialist Interests Executive

Export Group

Extruders Group

Glazing Components Group

Suppliers Group

Regions (UK)

East Anglia

Kent, Surrey and Sussex

London

Midlands

Northern, Yorkshire and Lincolnshire

North West and North Wales

Northern Ireland

Scotland

Wessex and Channel Isles

West of England and South Wales

Overseas

Africa

Asia

Eire

Middle East





Glass and Glazing Federation

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