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Glass and Glazing Federation

# The Safe Guide for:

Manufacturers, Processors, Suppliers and Sales in the  
Glazing Supply Chain during the COVID-19 Pandemic





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## Welcome to your Safe Guide

**The outbreak of the worldwide COVID-19 pandemic combined with the Government guidelines and changing behaviors and perceptions, has seen an immeasurable impact on the glass, glazing, and fenestration sectors.**

**Companies that operate indoors, like manufacturing or processing, and members with large warehouses or showrooms have unique challenges with social distancing, PPE, and government guidelines. To support GGF Members and companies in this sector, the GGF has produced this Safe Guide.**

This GGF Safe Guide has been produced with three key aims to help you;

- restrict the spread of Coronavirus
- and your business continue operating within the government guidelines
- create a safe working environment

Please use this Safe Guide as your reference to help your company and your employees adhere to the advice and guidance underpinned by central and devolved Governments' guidance and legislation.

This guide underlines the key checkpoints for you to operate in a safe working environment.

In the coming months, as the COVID-19 crisis continues, this Safe Guide should prove more than useful and should give you the peace of mind that during these extraordinary times, you will have the information you need to help your company operate safely and effectively.



## SECTION 1

# What is COVID-19?

**Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.**

**Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.**

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes, and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

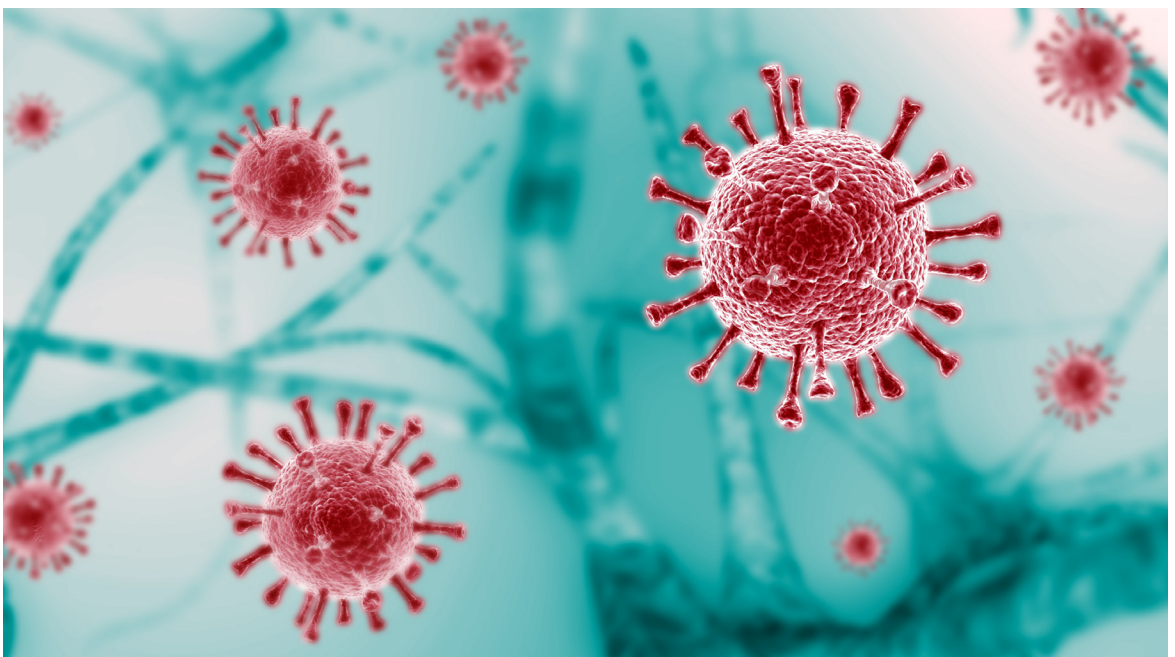
### Symptoms

It is really important that we can all identify the symptoms, which are;

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

### What to do if you have symptoms

Immediately go home and arrange a test, a test should be arranged within 5 days of symptoms. You can arrange a test by calling 119 or [CLICK HERE](#)



## SECTION 2

## Government guidance in the UK and the Republic of Ireland

**All governments require businesses to undertake a suitable and sufficient COVID risk assessment and work to the local guidelines to reduce the spread of the virus. Point to follow when completing your risk assessment;**

- Ensure it identifies what work activity or situations might cause transmission of the virus
- Think about who could be at risk
- Decide how likely it is that someone could be exposed
- Act to remove the activity or situation, or if this isn't possible, control the risk
- Engage and involve your employees and stakeholders where applicable. This is vital to ensure that your risk assessments and safe systems of work reflect reality.
- If you are a company of fewer than 5 people or are self-employed you don't need to write anything down for your risk assessment, however, you should still be managing the risk.
- Ensure that the finished risk assessment is communicated to all employees and stakeholders, in a manner which they understand.

Identify job roles that can be undertaken from home and put plans in place to support homeworking.

As this is a novel situation each government has reserved the right to review and adjust the restriction at short notice. Each government can also issue a "lockdown" situation where tighter restriction may be enforced again at short notice.

When the government changes their guidance or implements a lockdown the GGF will update the members direct and upload the most recent guidance to our website which you can find [here](#).



### Republic of Ireland

The NSAI (National Standards Authority of Ireland) produced the **COVID-19**

**Workplace Protection and Improvement Guide** which consolidates the practical guidance available on how to manage business continuity during the COVID-19 pandemic, in relation to workers and the public.

The Republic of Ireland are working in a 5 level system. Businesses should be aware of the area they are in and the restrictions and guidance that may affect there business.



### Scotland

The Scottish implemented a 5 tier system to enforce tighter local restrictions from the 2<sup>nd</sup> November 2020. It is important to monitor what level your local area is in and review the guidance of what is permissible. This information is available [here](#). Businesses should be aware of the area they are in and the restrictions and guidance that may affect their business.



### Wales

The Welsh government are operating under a national rule systems which can be found [here](#). Business should be aware of the welsh national rules and the restrictions and guidance that may affect there business.

### Welsh Government links

[COVID-19 safe working guides](#)

[COVID-19 Working in other people's homes guide](#)



### Northern Ireland

Re operating on national restrictions model which can be found [here](#).

Business should be aware of the national rules and the restrictions and guidance that may affect their business.



### England

The English Government have also published several industry-specific guides for working during COVID-19. The English government are operating on a national 3 tier system of;

- Tier 1 – Medium Alert
- Tier 2 – Hgh Alert
- Tier 3 – Very High Alert

Further details on the tiers can be found [here](#).

## SECTION 3

# Who should be at work

**It can be a challenge to pivot to carrying out your tasks from home, and in some cases, some employees may not be able to. If an employee can effectively carry out their tasks from home with reasonable adjustments then they should.**

**When you do this make sure you;**

- Review applicable risk assessments such as; DSE Assessments - if reasonable and practical provide equipment and support. And;
- Maintain good levels of communication

**GGF Top tip** - Try to be critical of the traditional ways of working. Make adjustments for staff to be effective and comfortable at home to reduce the risks on your sites

## When to self-isolate

### Self-isolate immediately if:

- you have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- you've tested positive for coronavirus – this means you have coronavirus
- you live with someone who has symptoms or tested positive
- someone in your support bubble has symptoms or tested positive
- you're told to self-isolate by **NHS Test and Trace** or the **NHS COVID-19 app**
- you arrive in the UK from a country with a high coronavirus risk – see **GOV.UK: how to self-isolate when you travel to the UK**

### You do not need to self-isolate if your test is negative, as long as:

- everyone you live with who has symptoms tests negative
- everyone in your support bubble who has symptoms tests negative
- you were not told to self-isolate for 14 days by NHS Test and Trace
- you feel well – if you feel unwell, stay at home until you're feeling better

### If your test is positive, you must self-isolate immediately.

- If you had a test because you had symptoms, keep self-isolating for at least 10 days from when your symptoms started.
- If you had a test but have not had symptoms, self-isolate for 10 days from when you had the test.

### Self Isolate for at least 10 days if

- You have symptoms of Coronavirus
  - You tested positive but have not had symptoms
- If you have had symptoms the 10 days start from the date the symptoms started, if you have not had symptoms then the 10 days start from the date of the test.

Extra consideration should be given to workers at higher risk The Public Health England report Disparities in the risk and outcomes of COVID-19 shows that some groups of people may be at more risk of being infected and/or an adverse outcome if infected.

The higher-risk groups include those who:

- are older males
- have a high body mass index (BMI)
- have health conditions such as diabetes
- are from some Black, Asian, or minority ethnicity (BAME) backgrounds

Public Health England, supported by HSE and the Faculty of Medicine, has worked together to consider strategies to lessen workplace risks of COVID-19 for BAME groups. This work has been reflected in the Equalities Minister's report.

There are currently no expectations of additional controls specifically for these groups. But make sure your existing controls (social distancing, good hygiene, and cleaning, ventilation, supervision, etc.) are applied strictly. As an employer, you should support these individuals/groups in your workforce by ensuring:

## SECTION 3

Who should be at work continued

- you emphasize the importance of individual and wider workforce engagement, buy-in, and cooperation to ensure controls are applied stringently
- they have individual discussions with their managers around their particular concerns
- you/they discuss the risk management measures you have put in place to minimize transmission to keep them, and others, safe
- you explain the controls you will put/already have in place to protect them and other workers

If you work for yourself, you need to follow government guidance on working safely while maintaining a COVID-secure environment.

#### Clinically extremely vulnerable groups

People who are defined as clinically extremely vulnerable are at a very high risk of severe illness from COVID-19. There are 2 ways you may be identified as clinically extremely vulnerable:

1. The employee has one or more of the conditions listed below, or
2. The employee's hospital clinician or GP has added you to the shielded patient's list because, based on their clinical judgment, they deem you to be at higher risk of serious illness if you catch the virus.

Adults with the following conditions are automatically deemed clinically extremely vulnerable:

- solid organ transplant recipients
- those with specific cancers:
- people with cancer who are undergoing active chemotherapy
- people with lung cancer who are undergoing radical radiotherapy

- people with cancers of the blood or bone marrow such as leukemia, lymphoma, or myeloma who are at any stage of treatment
- people having immunotherapy or other continuing antibody treatments for cancer
- people having other targeted cancer treatments that can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
- people who have had bone marrow or stem cell transplants in the last 6 months or who are still taking immunosuppression drugs
- those with severe respiratory conditions including all cystic fibrosis, severe asthma, and severe chronic obstructive pulmonary disease (COPD)
- those with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell disease)
- those on immunosuppression therapies sufficient to significantly increase risk of infection
- adults with Down's Syndrome
- adults on dialysis or with chronic kidney disease (stage 5)
- pregnant women with significant heart disease, congenital or acquired
- Other people who have also been classed as clinically extremely vulnerable, based on clinical judgment and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions

If an employee is in this group then it is "strongly advised" that they work from home. If they cannot work from home, then they should not attend work during national lockdowns.

## SECTION 4

# Track and Trace

**All employers should advise their employees to download the applicable app for their areas and use it where possible.**

### England

Manufacturing, Distribution, and Sales premises do not come into the scope of the track and trace requirement unless they have some form of hospitality – for example, if a company has a canteen preparing and selling food for example – that would be hospitality and they would need to do track and trace in the canteen.

### Scotland

The Scottish government has detailed the following; “It is important that employers have clear and robust records of staff working on each shift, the make-up of teams and details of any visitors to the site, in case of need to contact trace. It is advisable for employers to identify a single point of contact to act as liaison with Health Protection Teams for any matters relating to Test and Protect, reporting potential outbreaks, and seeking advice on matters relating to COVID-19 illness in the workforce.

### Wales, Northern Ireland, and the Republic of Ireland

Employers must maintain good records of who is on-site to monitor who is on-site and where possible who they come in contact with.

#### GGF Top Tip

It is important that employers have good records of staff on-site, try to create “bubbles” or groups of staff therefore if a member of a group is positive then you can highlight who else may be at risk. In addition, employers should limit visitors but where visitors do enter the site, robust details should be obtained along with a good understanding of where that visitor entered on site.



## SECTION 5

# Making your workplace COVID Secure

~~Governments can vary in their approaches so it is important to check your local guidance. However, in this~~ section we have detailed some important steps you can take that will manage the risks of Coronavirus in your business

## Social distancing

What is social distancing? Social distancing is maintaining a distance of two metres between you and another person. This can be hard to manage in the workplace especially for manufacturing, warehousing, and distribution. Social distancing should form part of your business's risk assessment and is one of the steps needed to make your workplace COVID-secure.

Ways to manage social distancing at work:

- Create bubbles or groups or shifts of workers - if you can, try to split your workforce into groups and limit their area of work and time they may interact with other groups.
- One way systems- A lot of time social distancing is hard to maintain in our walkways so try to redesign your workplace to have one entrance and exit and a one-way route around your work
- Where it's foreseeable that you won't be able to maintain two-metre consider other mitigations such as screens, increased ventilation, working side by side and not face to face.
- using floor tape or paint to mark work areas
- providing signage to remind people to keep a 2 m distance
- having people working side-by-side rather than face-to-face
- limiting movement of people:
  - rotating between jobs and equipment
  - using lifts and work vehicles
  - in high-traffic areas like corridors, turnstiles, and walkways
  - allow only essential trips within buildings and between sites

### GGF Top Tip

Where possible work from home! The fewer people on-site the easier it will be to manage social distancing.

Where you cannot maintain social distancing and install physical separations such as screens then you will need to implement other forms of mitigation such as PPE and increased ventilation, see ventilation and PPE sections.

Common areas include break areas, bathrooms, toilets, meeting rooms, and accommodation used by many people. The potential for the spread of coronavirus is higher in these areas if proper controls are not in place.

Identify and review the common areas within your workplace including:

- restrooms
- kitchens and tea points
- changing facilities and showers
- lifts
- canteens
- reception areas

Also consider pinch points in your premises such as narrow corridors, staircases, doorways, and storage areas.

You may need to put in place a combination of control measures to keep people safe. Consider, staggering your break, start, and finish times to improve social distancing.

### GGF Top Tip

You may want to limit the amount of people allowed in the common areas at any one time or remove some tables and chairs to make space for distancing.

## SECTION 5

# Making your workplace COVID Secure continued

### Ventilation

Employers must, by law, ensure an adequate supply of fresh air in the workplace and this has not changed. Good ventilation can help reduce the risk of spreading coronavirus, so focus on improving general ventilation, preferably through fresh air or mechanical systems.

Where possible, consider ways to maintain and increase the supply of fresh air, for example, by opening windows and doors (unless fire doors).

#### GGF Top Tip

If you need to hold open fire doors you can purchase automatic hold-open devices that if installed correctly will release the door on activation of the alarm. Make sure you review your fire risk assessment if you make any changes.

Also, consider if you can improve the circulation of outside air and prevent pockets of stagnant air in occupied spaces. You can do this by using ceiling fans or desk fans, for example, provided good ventilation is maintained.

The risk of transmission through the use of ceiling and desk fans is extremely low providing there is good ventilation in the area it is being used, preferably provided by fresh air.

### Air conditioning

The risk of air conditioning spreading coronavirus (COVID-19) in the workplace is extremely low as long as there is an adequate supply of fresh air and ventilation.

You can continue using most types of air conditioning systems as normal. But, if you use a centralised ventilations system that removes and circulates air to different rooms it is recommended that you turn off recirculation and use a fresh air supply.

You do not need to adjust air conditioning systems that mix some of the extracted air with fresh air and return it to the room as this increases the fresh air ventilation rate. Also, you do not need to adjust systems in individual rooms or portable units as these operate on 100% recirculation. You should still however maintain a good supply of fresh air ventilation in the room.

If you're unsure, ask the advice of your heating ventilation and air conditioning (HVAC) engineer or adviser.

### Wash stations and cleaning supplies

High levels of hygiene needs to be maintained at work, focusing on surfaces and items we share, see cleaning and hygiene below. Here are some points for you to consider for your workplace;

- Remove or restrict the need for sharing workstations and items, e.g. hot-desking should be temporarily stopped
- Providing cleaning supplies around the site to enable your employees to clean the surfaces and items
- Handwashing/sanitizer stations
- Hand sanitiser for staff
- Disposable gloves
- Strategically places signs, and wash station like at the doors to common areas



### Hygiene

It's important to provide information, instruction to your employees encouraging them to practice good standards of personal hygiene is vital in managing this virus. Make efforts to promote the following;

- Wash your hands regularly
- Wipe items before and after touching them
- Use the sanitiser around the office (or provided to you)
- Stop touching your face
- Practice cough etiquette (cough and sneeze into your arm or tissue)

## SECTION 5

# Making your workplace COVID Secure continued

Reducing touchpoints can be a very effective way to restrict the spread of the virus. The most important thing to know about coronavirus on surfaces is that they can easily be cleaned with common household disinfectants that will kill the virus. Studies have shown that the COVID-19 virus can survive for up to 72 hours on plastic and stainless steel, less than 4 hours on copper, and less than 24 hours on cardboard.

As always clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose. Try to avoid hot desking where possible and sharing items such as;

- Stationery, tools, and equipment
- Vehicles
- Money and any other paper or metal products

Where this is not possible provide solutions such as cleaning equipment to use before and after use, and/or disposable gloves.

## Cleaning

Increasing the frequency of your deep cleans can dramatically improve the control of the spread. When cleaning the workspace put extra focus on higher risk areas such as;

- Door handles
- Machine controls
- Shared workstations
- High traffic areas
- Lift buttons etc.

## What disinfectants should we use? According to the World Health Organisation;

In non-healthcare settings, sodium hypochlorite (bleach/chlorine) may be used at a recommended concentration of 0.1% or 1,000ppm (1 part of 5% strength household bleach to 49 parts of water). Alcohol at 70-90% can also be used for surface disinfection. Surfaces must be cleaned with water and soap or a detergent first to remove dirt, followed by disinfection. Cleaning should always start from the least soiled (cleanest) area to the most soiled (dirtiest) area to not spread the dirty to areas that are less soiled.

All disinfectant solutions should be stored in opaque containers, in a well-ventilated, covered area that is

not exposed to direct sunlight and ideally should be freshly prepared every day.

In indoor spaces, the routine application of disinfectants to surfaces via spraying is not recommended for COVID-19. If disinfectants are to be applied, these should be via a cloth or wipe which is soaked in the disinfectant.

Companies should also consider how they react to a employee that has tested positive or has gone home with symptoms and has been at work recently.

Where the employee works consistently at a work station best practice would be;

- Do not allow other employees to use the station- You could section off the station with tape or signage
- Arrange a clean of the work station
- Arrange a clean of the surrounding area (2 metres)

Cleaners could be operating under a risk assessment however as a minimum they should have the following PPE;

- Disposable gloves
- Over suit (white disposable) or disposable apron
- Face covering
- Face shield where there is likelihood of splashes or water droplets

## Communication and Behaviours

Good communication is vital for business during normal operations and is even more so in an emergency or complex situations such as COVID-19. The way you communicate with your employees can have a huge impact on your culture which will define the behaviors in your business. Employee behavior is a large mitigating factor in the risk of COVID-19. Here are some points to focus on;

- Employee engagement - Involve your employees in your risk assessment, and policy production this will help build accountability in your business
- Visible leadership, during challenging and complex times, your employees are stretched mentally and physically, so having leaders being visible and communicating is powerful
- Goal conflicts, a lot of the time, poor behaviours can come from goal conflicts in our workplace. Work with your staff to investigate if you have goal conflict. For example, a rule telling staff to maintain

## SECTION 5

# Making your workplace COVID Secure continued

social distance at all times and at the same time measuring production against pre-COVID rates

- Be empathetic and understanding - Each of your employees will be having different challenges during COVID-19 and dealing with it in different ways, try to understand this and within reason support them
- Have a regular check-ins with your teams and employees. Why not host regular Question and Answer (Q&A) sessions for employees to ask business leaders and managers questions?
- Ensure that the policies and procedures you are implementing can work in reality, work with your employees to find out if this will work when you start working

### Rules

Rules should exist in the workplace but where we go wrong is when those rules don't reflect the reality of working life, they are disproportionate to the risk and employees are not involved in the production of the rules or don't understand them.

Rules are something that we implement in our business that should be adhered to.

Points to consider when setting rules:

- They have been produced in collaboration with the employees that the rule will affect
- The rules are proportionate to the risk, e.g. use strict rules for high-risk activities e.g. all work at height must have edge protection or fall protection
- The rules are clear and understood
- Avoid blanket approaches
- Explain the rules, don't just implement them - when people understand the reason why they are more likely to follow a rule

### Guidance

Guidance in a business could be used when the working environment is very dynamic and workers need flexibility. Some businesses like to set a scope within a business, for example, defining what can and cannot be done by using rules but everything in between those rules allows the employee to adjust in the working environment - similar to tolerances in quality assurance. to tolerances in quality assurance. Guidance enables you to avoid blanket approaches but still provided protection.

Here are some points to consider;

- Make sure this is proportionate to the risk and needed, e.g. the risk you are protecting from is there, try to avoid blanket approaches
- Try to manage the risk with other more effective means e.g., providing segregation over Hi-Vis or screens of relying on social distancing
- Engage and involve your employees in the development of your guidance

#### GGF Top Tip

A great example of rules and guidance during this pandemic would be; Wear a face covering when you cannot maintain social distancing but also wear one anywhere if you want to.

### Dealing with non-compliant behaviours

At times you will have employees not working to your rules and guidelines. When this happens it is important that you find a balance between blame and learning. We can hold workers to account when it is a blatant breach of the rules that was not driven by our systems, therefore we must investigate why the accident happened prior to blame. Here are some points to consider;

- Understand the context that drove the behaviours
- Work with the employee to understand why they broke the rules, it may be because the rules do not work in that area
- Ensure that they have been provided with the information, instruction and training needed
- Ensure they have the tools and equipment needed
- Check for goal conflict
- Check for miscommunications

#### GGF Top Tip

No matter what you call your documents, procedures, risk assessments, rules, etc., the most important point is that they reflect reality. Make sure they work in the real world.

### Nudging

Nudge is a concept in behavioural economics, political theory, and behavioral sciences which proposes positive reinforcement and indirect suggestions as ways to influence the behaviour and decision making of groups or individuals. Signage is the simplest form of nudge theory. The more subtle the better.

## SECTION 5

## Making your workplace COVID Secure continued

Supermarkets have done it really well during the pandemic, a person standing outside, whilst they are there to manage numbers they are very effective at nudging people to the preferred behaviours. Here are some tips;

- Try to design your COVID secure workplace to nudge the right choices or to eliminate choice, like screens, or moving furniture to “nudge” people to the one way system.
- More signage is not better. Be strategic in your placement of signage.
- Be strategic in the placement of sanitiser stations, if it's hard to get to people won't do it.

**GGF Top Tip**

Social science tells us that, social pressure is powerful. Statements like “most of our customers are great at maintaining distance” as opposed to “you are legally required to maintain distance”



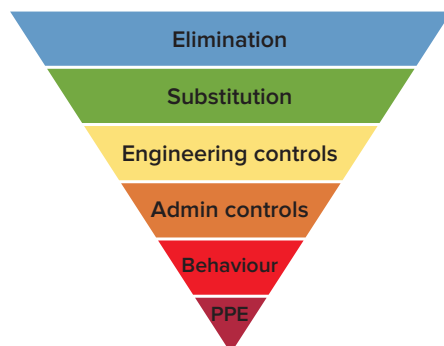
## SECTION 6

# Personal protective equipment (PPE)

**PPE should be used as a last line of defense or complementary to your existing control measures if there is a residual risk that your risk assessment requires further protection.**


Let's consider the "Hierarchy of Controls" We can see from this image (right) that our priority needs to be the most effective control (in blue) at the top, Eliminate, we currently can not eliminate the virus, nor can we substitute, however, we could stop the task going ahead because we can not control the risk, therefore, eliminating the risk, or do the task in another way like working from home, therefore substituting the risk. Beyond that we have the following which should where possible be used together to complement each other;

- Engineering controls - screens, one way systems, rearranging the workspace
- Admin controls - creating bubbles, working from home
- Influencing behaviour
- PPE



## GGF Top Tip

Consider if the PPE introduces another risk, like goggles and face coverings, a face covering may steam up the goggles and influence actions or decisions to remove them.

Type of PPE	What it does	Examples of when to use it	Points for consideration
Face Covering (not officially classed as PPE)	Reduces the likelihood for spread through breathing, talking coughing, etc. 	<ul style="list-style-type: none"> <li>• When you cannot maintain social distancing (2m)</li> <li>• If an employee wants to wear one.</li> <li>• For customers and visitors (mandatory for storage and distribution site in England)</li> <li>• In public-facing retail operations such as showrooms</li> <li>• In communal areas (Scotland)</li> </ul>	Avoid blanket approaches, otherwise, this will likely impact behaviors negatively and reduce the use of them when they are needed. Focus on wearing them when they are needed
Disposable Gloves	Reducing the likelihood of spread from the items and surface the user touches to them.	<ul style="list-style-type: none"> <li>• Where hygiene and cleanliness are not able to be maintained to a reasonable state.</li> <li>• Where employees want to wear them.</li> </ul>	These do not stop the person from spreading the virus from one surface to another and therefore do not eliminate the need for cleaning.
Face Shield	Reducing the likelihood of droplets coming into contact with the user.	<ul style="list-style-type: none"> <li>• Coming in close contact with other people e.g. support in an evacuation or first aid.</li> <li>• Or if the task required a face shield before COVID-19</li> </ul>	Face shields are likely to not be as effective at reducing the spread of the virus as a face covering and do not replace face coverings
Disposable Aprons	Separates user's clothing and other people therefore reducing the likelihood of spread.	<ul style="list-style-type: none"> <li>• Coming in close contact with other people e.g. support in an evacuation or first aid.</li> </ul>	These are not likely to be needed in the operations this guide is intended for.
RPE such as FFP3 masks	Filters out dust and particles or the user.	<ul style="list-style-type: none"> <li>• If the task required it before COVID-19 e.g. the task produces dust.</li> </ul>	Should not be used for the protection against COVID-19 alone.

## SECTION 7

## Visitors and Customers

Visitors and customers to the site should where possible be by appointment only to enable you to manage the numbers on site. Where possible work to defer the visit or undertake the meet digitally. Customers and visitors to storage and distribution facilities and retails such as showrooms are required in England to wear face coverings. Based on the lack of control and knowledge you might have of the visitors or customers' activities it may be reasonable to request for them to wear a face covering whilst on site.

Communicate your site controls like one way systems or PPE requirements to visitors and customers prior to their arrival. Ensure that you communicate if they are classed as extremely vulnerable or vulnerable then they should not be coming to the site and if they have any symptoms they should not come to the site. When they arrive on site ask them to wear their PPE, wash their hands, and complete a sign-in process to ensure that you can satisfy track and trace if needed, some points to include in the sign-in process;

- Names
- Contact details
- Reasons for being on-site
- Locations attended on-site
- Date and time of arrival and departure

**GGF Top Tip**

When dealing with contractors be sure to ask them how they are planning to manage the risk, they may provide you with their risk assessment and any supporting policies or procedures.



## SECTION 8

# COVID Secure Sales

Where it is possible to be effective from home work from home. Where not follow these simple steps for your sales activities.

### Showrooms and retail outlets

- Rearrange your work place to enable social distancing, this could mean implementing one way systems, screens, give ways systems.
- Where face coverings where required (see Section 7)
- Install hand washing/sanitize stations at the entrance and other strategic locations
- Display signage.
- Increase ventilation
- Restrict and control numbers of people in the store-Where possible work on an appointment only based to give you more control.

### Canvassing

- Maintain social distancing
- Carry out the sales activities from outside the property
- Where you can't maintain social distancing wear a face covering
- Maintain a high standard of hygiene
- Provide your staff with outdoor clothing, and equipment for the seasonal weather e.g. umbrella and winter coats and boots.
- Provide staff with sanitizer

### Sales in other people's homes

Work to GGF installers' guidance for working in other people's homes.

#### GGF Top Tip

Always check with local government and local authority for their local rules, and regularly check the national rules for any changes. Stay up to date on the GGF Website.



## SECTION 9

## Resources

HSE COVID Guidance

<https://www.hse.gov.uk/coronavirus/index.htm>

Welsh government COVID Guidance

<https://gov.wales/coronavirus>

Scottish government COVID Guidance

<https://www.gov.scot/coronavirus-covid-19/>

Northern Irish government COVID Guidance

<https://www.nidirect.gov.uk/campaigns/coronavirus-covid-19>

Republic of Ireland government COVID Guidance

<https://www.gov.ie/en/campaigns/resilience-recovery-2020-2021-plan-for-living-with-covid-19/>

WHO COVID Guidance

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

GGF COVID Updates

<https://www.ggf.org.uk/category/covid-19/>

GGF COVID Health and Safety publications

<https://www.ggf.org.uk/publications/health-and-safety-publications/>





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