



Telling people not to worry about coronavirus is rather like telling a centipede with sore feet to think about something else. Impossible. Everyone is worried and rightly so. Here at Ark-H we are, of course, concerned about the possible impact of any pandemic on our ability to deliver services to you, our clients.

So, we thought it would be timely to try and put your minds at rest – as far as we can. In our long history we have survived various pandemic threats to our business, from the SARS scare (2003), to swine flu and bird flu (2009/2010), to MERS (2012) and Ebola (2014); and now novel coronavirus (COVID-19). That said, we are never complacent about business risk.

Ark-H, with its advanced Business Continuity Management systems (accredited to ISO22301) has always taken seriously any disease related issues; and our staff are offered advice and help on any concerns they may have. We shall, as expected, be publicising the new government health promotion on this topic, similar to the '*Catch it, Bin it, Kill it*' campaign used for flu and norovirus. We will continue to promote important hygiene practices, such as regularly washing hands and always sneezing into a tissue, to stem the spread of viruses.

The advice we have at present is that we do not need to take any extra-ordinary precautions or to employ any specialised protocols for the handling of goods arriving from China. We would, however, ask any clients who have personally travelled back from high risk territories, especially mainland China, to discuss this with us before planning a visit to our warehouses.

We will, in keeping with our own ISO procedures, continue to closely monitor the position and, should anything change, we will, of course, let all our clients know. For the time being, however, you do not need to worry.

Where Business Continuity is concerned, Ark-H is 'on it'.

Find out more at [gov.uk/coronavirus](https://www.gov.uk/coronavirus)