



As mentioned in previous updates, we are working hard to ensure that our Business Continuity Plan (ISO22301) will enable us to cope with issues arising from the Coronavirus (Covid-19) pandemic.

In the short term, the position at Ark-H is Business As Usual (BAU) and we will keep all clients informed about changes to that plan as and when they arise. However, in order to do that we are dependent on three key elements:

Staff

We are taking all the precautions we can to ensure the safety and wellbeing of our personnel – which we will prioritise above all else. We have already taken steps in terms of the provision of information, training and additional staff hygiene facilities. All our staff are familiar with our Business Continuity Procedures and will help us to provide, in so far as is possible, full Business As Usual Services.

We are collaborating with our staff and our staffing agencies to plan for potential staff shortages. We can, and where appropriate will, lay on additional shifts to increase output in the event of staff shortages. On the other 'side of the coin' we will also be preparing contingency plans for staff deployment in the event that stock shortages or shipment issues prevent normal working (see below).

It goes without saying that we do not work in an environment where 'remote working' is a viable option for our Production Teams. Remote working for our Management and Customer Service teams is already in place and key staff are familiar with using that existing remote access.

Stock

In order to ensure that we have stock to fulfil orders we will be working with our clients to gain more detailed information on their perceived supply chain issues. If there is a problem in getting stock to

us we will, of course, not be able to fulfil orders. All our Account Managers will be in contact with their key clients in the very near future to obtain more detail on the client's supply chain Business Impact Assessment (BIA).

Shipments

Just as our clients are dependent on us for their fulfilment, so we are dependent on key suppliers for delivery services. We are fortunate in holding large stocks of packaging materials and, with an increasing number of our clients using branded packaging, we do not envisage major issues in this respect. Transport/despatch services are a different matter and this could become the single most critical point of failure for us over the coming weeks. If any of our key carriers decided to deviate from their Business As Usual (BAU) standards, this will put at risk our ability to deliver fulfilment services to our clients and their customers.

We are working closely with all our carrier and despatch partners to try to mitigate the impact of any issues in our downstream supply chain and we will circulate a separate update purely about despatch in the very near future.

We will continue to publish bulletins and updates on a regular basis but any clients wanting more specific information are welcome to contact their Account Managers directly.

All our most recent communications and bulletins on this topic are available via the website:
www.ark-h.co.uk/home/coronavirusupdates



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