

## ALWAYS

- Keep a copy of your Business FloodSafe Plan handy at work and another copy off site (and out of the floodplain)
- Keep your Business FloodSafe Plan up to date
- Maintain a flood emergency kit consisting of a least a portable radio with spare batteries, a torch with spare batteries, a first aid kit & manual, waterproof bags, emergency contact numbers, waterproof footwear with non-slip soles, waterproof and puncture resistant gloves, cleaning products and boxes

### PROTECTING PEOPLE

- Inform staff that flooding is a real risk and encourage their participation in the development of your Business FloodSafe Plan
- Ensure your Occupational Health and Safety procedures cover specific risks associated with floods
- Give staff emergency contact numbers to the business manager
- Train staff in flood response procedures. Ensure staff are trained in their flood role

### PROTECTING PROPERTY

- Use furniture, floor coverings and fittings made of flood resistant materials where possible
- Ensure that stock, equipment, furniture and fittings can be removed easily
- Keep stock, plant and equipment as high above ground level as practical
- Keep computer equipment off the floor
- If possible, install flood proofing devices when locking up for extended periods. Seek advice before installing

### PROTECTING PROFITS

- Back up important computer files each time they are updated and store computer backups and copies of critical records off site and out of the flood plain
- Have telephone call diversion arrangements
- Have alternative supply arrangements
- Make reciprocal help agreements with similar businesses in areas that are unlikely to flood at the same time
- Have strategies for winning back customers
- Have strategies for restocking and staffing
- Identify an alternative business location
- Identify critical business functions that must be maintained e.g. payroll

## WHEN A FLOOD IS LIKELY

**NOTE: A flood watch or a severe weather warning is issued when forecast weather conditions could result in flooding. They are not flood warnings but messages to listen for flood warnings in the near future in case forecast weather eventuates. A flood warning may be issued without a flood watch or severe flood warning having first been issued**

- Check that you have spare batteries for your portable radio
- Keep your radio tuned to the local radio station listed in your FloodSafe local information poster and guide
- Check that your flood emergency kit is ready to use

### PROTECTING PEOPLE

- Tell staff, guests or contractors of flood watch or severe weather warning
- Check the availability of staff and others needed to move stock, plant, equipment, furniture and fittings as required
- Ensure staff know the safe flood evacuation routes

### PROTECTING PROPERTY

- Double check the quantity of stock, plant, equipment, fittings and furniture that would need to be moved
- Check the availability of resources needed to move items such as stock, plant, equipment, fittings and furniture. This may include availability of lifting equipment, vehicles and contractors
- Ensure any flood proofing devices are working and you know how to install them

### PROTECTING PROFITS

- Ensure you can communicate (e.g. by call diversion) with customers and suppliers during a flood
- Contact any business with which you have a reciprocal help agreement
- Check your ability to restock and re-equip in the event of flood losses
- Backup important computer files and take these off site
- Copy critical records and take these off site
- Maintain critical business functions e.g. payroll

### OUR TRIGGER FOR EVACUATION IS

## DURING A FLOOD

**NOTE: Take actions early particularly when there is a flood warning or you know flooding is imminent.**

**If you require assistance call the SES on 132 500.**

- Keep radio tuned to the local radio station and keep listening for updates on forecast flood heights and timings
- Carry out actions related to triggers in your Business FloodSafe Plan
- Use your flood emergency kit to remove and store items

### PROTECTING PEOPLE

- Keep in contact with staff and keep them updated on the situation
- Direct everyone on premises to use the safe flood evacuation route before the business is flooded
- Mobilise staff and others needed to move stock, plant, equipment, furniture and fittings
- Remind people of OH&S procedures and added risks of manual handling and working in darkness
- Avoid driving or walking through floodwaters (these are the main causes of death during flooding)

### PROTECTING PROPERTY

- Secure items that are likely to float and cause damage
- Install any available flood proofing devices and block toilets, sinks and floor wastes with sandbags
- Move as much stock, plant, equipment, fittings and furniture as practical to a location above the forecast flood level (include items that could be damaged by humidity such as computers)
- Relocate chemicals and waste containers well above floor level
- When leaving the building turn off electricity, gas and water where they enter the premises and lock the building, and notify security

### PROTECTING PROFITS

- Take computers, cash and critical records to a flood free location
- Postpone supply deliveries
- Divert business calls to an alternative telephone
- Notify customers or clients of alternative arrangements if necessary
- Maintain critical business functions e.g. payroll

## AFTER A FLOOD

- Keep your radio tuned to the local radio station and do not return to your premises until the SES has advised it is safe
- Have utilities professionally checked

### PROTECTING PEOPLE

- Do not enter floodwaters because you cannot see what is beneath the water. Flood depths and speed can be deceptive and floodwaters may contain harmful substances (e.g. raw sewage, chemicals) as well as spiders and snakes
- Undertake an OH&S risk assessment before entering the premises. This should include but not be limited to:
  - Structural safety of buildings
  - Safety of electricity and gas supplies and equipment
  - Slips, trips and falls particularly with mud and water
  - Venomous spiders and snakes
  - Sharp debris
  - Manual handling and lifting

- Clean up in accordance with OH&S procedures e.g. wear protective clothing including enclosed, waterproof, non-slip footwear and waterproof, puncture-resistant gloves

- Ensure you wash properly after cleaning flood damaged premises

### PROTECTING PROPERTY

- Clean and dry as much stock, plant, equipment, fittings and furniture as is salvageable
- Remove debris and clean, repair and disinfect premises
- Replace lost furniture, floor coverings and fittings with more flood resistant products
- Replace essential plant, equipment and stock as soon as possible

### PROTECTING PROFITS

- Restore critical records, cash and computer files
- Implement any reciprocal help agreements
- Notify customers or clients as soon as you are trading
- Restock and increase staffing if your business will be critical to the community's flood recovery work
- Implement incentives to stimulate trade if you experience a downturn
- Maintain critical business functions e.g. payroll