

FLOODING IS INEVITABLE

Floods are a natural occurrence where your business is located. In fact, over time, floods have helped form the land on which your business is built. This means that future flooding for you is inevitable and is a high risk to your business.

Flooding is extremely variable in Australia. You might be experiencing an extended dry time but this can quickly change with flooding rains. It is therefore critical that you prepare for flooding 'whilst the sun shines'.



**A FLOOD WILL INUNDATE YOUR PREMISES...
IT'S ONLY A MATTER OF TIME!**

CONTACT YOUR LOCAL COUNCIL OR SES OFFICE IF YOU WANT
MORE DETAILS ABOUT THE CHANCE OF YOUR
BUSINESS BEING FLOODED

For emergency help in floods and storms, phone the SES on 132 500

FLASH FLOODING

Your area has a history of severe flash flooding. Flash floods usually result from intense storms dropping large amounts of rain within a brief period. Flash floods can occur with little or no warning and can reach full peak in only a few minutes.

Water from flash flooding may enter your business property or building.



Floodwaters can be very dangerous. If you or your staff are trapped by flooding it will be safer to shelter within the highest part of your building then trying to evacuate through dangerous floodwaters.

You can also be indirectly affected by flooding even if your premises are not actually inundated as access roads may be closed and power, water and the phone may be cut.

Staff who are away from the business premises should be told not to return until floodwaters have receded.

WALKING OR DRIVING THROUGH FLOODWATERS SHOULD BE AVOIDED

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A FLOOD CAN WRECK YOUR BUSINESS

- A flood can be life threatening to you, your staff and customers. Walking or driving through floodwaters should be avoided.
- A flood could cause tens of thousands, if not hundreds of thousands, of dollars worth of damage to your stock, plant, equipment, furniture and fittings. Damage can be caused by water inundation, debris, humidity, contamination, mould and power disruption
- It usually takes a week or more to clean up after a flood, adding to your costs and stress. Your business may have to close for an extended period



"Forty three per cent of US companies never reopen after a disaster and 29% more close within three years"
US National Fire Protection Agency

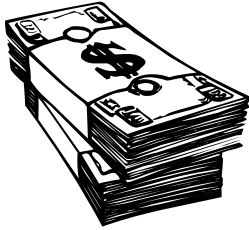
- It could take several weeks or months for your business to return to normal trading after a flood. Your customers could take their business elsewhere
- Insurance policies to cover your business for flood damage are difficult to obtain and expensive

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A FLOOD CAN BE COSTLY

Answer these questions about your business and find out

1. What is the replacement cost (\$) of stock, plant, equipment and fittings located up to one and a half metres above your floor level?



STOCK

EQUIPMENT

FITTINGS

TOTAL

2. If closed for one week to clean up, what would be the value of fixed costs such as wages, rent and loan repayments that require payment regardless of whether or not your business is operating?

3. What would be the profit lost if your business was closed for a week?

Now add together the amounts you calculated for the three questions i.e. Question 1 plus Question 2 plus Question 3

TOTAL LOSS

The result is an estimated amount your business may lose if it was to be flooded to approximately one and a half metres above floor level. Losses will increase with greater depths of flooding.

**BEING FLOODSAFE IS NOT EXPENSIVE OR TIME CONSUMING.....
IT'S YOUR BEST INSURANCE**

For emergency help in floods and storms, phone the SES on 132 500

WHY PLAN FOR FLOODING?

There are several good reasons to have a plan for flooding as it:

- Saves lives and prevents injury
- Complies with Occupational Health and Safety regulations
- Reduces damage to stock, plant, equipment and fittings
- Reduces the amount of time that you can't trade
- Ensures that customers return when trading commences
- Minimises the loss of profits
- Protects employment
- Protects your business reputation and image

At least 275 Australians have died in floods from work-related causes
(from research by Lucinda Coates, Macquarie University)

**Damage could have been reduced by an estimated 80 percent if
businesses had developed flood action plans**
(from research into Kempsey 2001 floods)

“Only those who are not prepared get caught”
(Lismore business owner)

“I wished we'd planned for the flood - it took us months to recover”
(Hawkesbury business manager)

“We wouldn't survive without a plan!”
(Lismore business owner)

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IN THIS TOOLKIT

This toolkit will help you plan for flooding of your business. It consists of:

- A guide to help you develop your plan starting on page 8
- Sheets to fill in to produce your plan starting on page 19

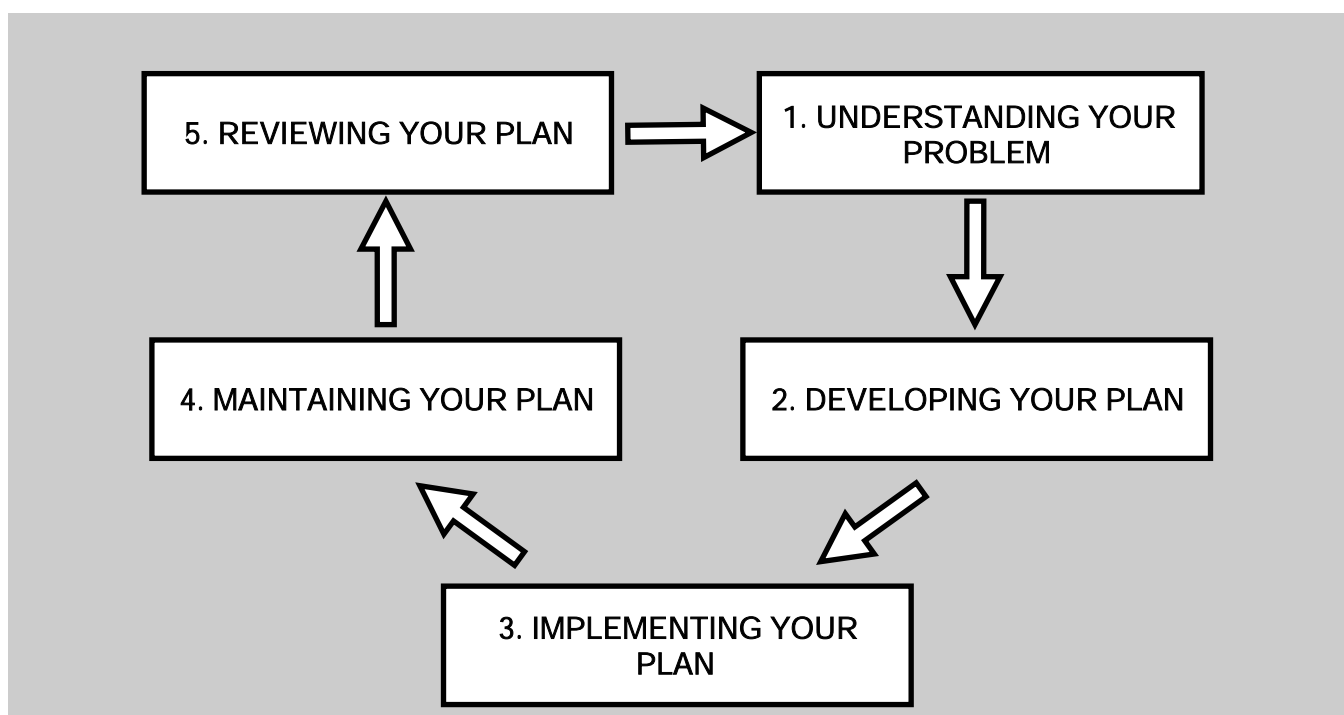


The plan you develop using the toolkit is called a Business FloodSafe Plan. Your Business FloodSafe Plan should be part of your business continuity management. Continuity management minimises the impacts of hazards that can prevent the business running for extended periods. These hazards include fires, earthquakes, floods, terrorist attacks and major electrical failures. Many of the actions in your Business FloodSafe Plan are applicable to the other situations.

WHAT DO YOU NEED TO DO?

As shown in the flow chart below, you need to carry out five easy steps to have your plan ready to use when a flood occurs. All steps need to be carried out regularly. Details about each of the steps and how to take them are found in the Business FloodSafe Plan Guide commencing on page 8.

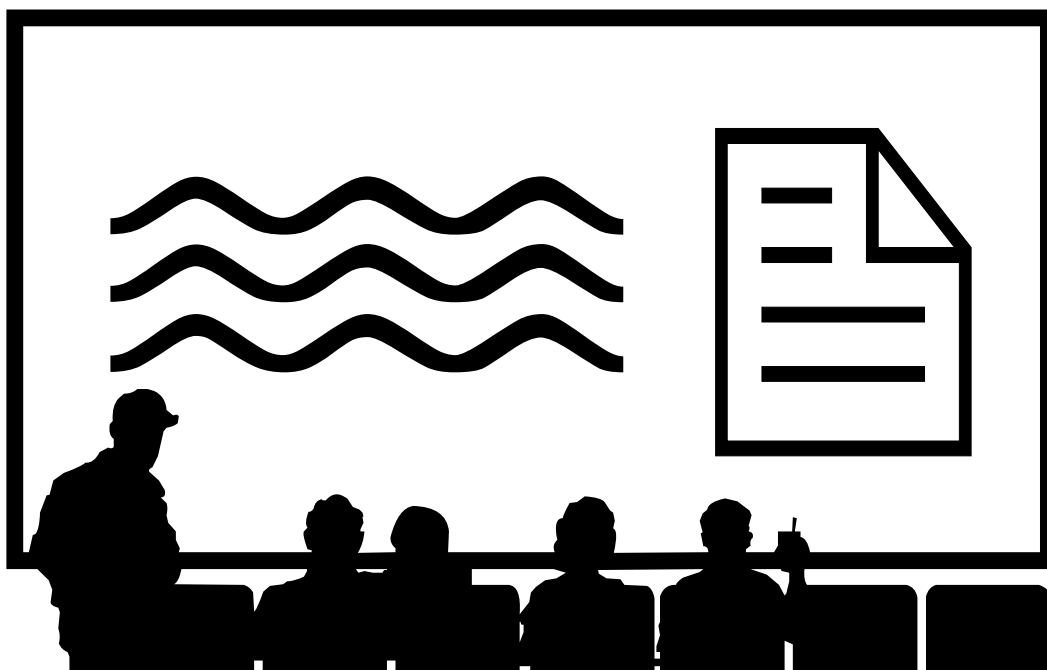
BUSINESS FLOODSAFE PLAN STEPS



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You should involve as many staff as possible in all these steps. This builds ownership and understanding of the plan and increases staff performance when a flood occurs.

You can complete your plan using the sheets in the toolkit or through the NSW State Emergency Service (SES) website at www.ses.nsw.gov.au.



You need to duplicate your plan so that one copy is put in an accessible place at your business premises and the other is taken off site (and out of flood prone areas).

WHERE CAN YOU GET HELP WITH YOUR PLAN?

Both the SES and your local council can provide further information and advice on how to protect your business from floods. The SES has also developed a flood plan for your local area, describing arrangements that guide responses to flood emergencies. This plan can usually be found at local council libraries.

For emergency help in floods and storms, phone the SES on 132 500

BUSINESS FLOODSAFE PLAN GUIDE

THIS GUIDE WILL HELP YOU DEVELOP YOUR FLOODSAFE PLAN
STARTING ON PAGE 19



For emergency help in floods and storms, phone the SES on 132 500


1. UNDERSTANDING YOUR PROBLEM

There are four things you need to understand before you start to work out what you will do when a flood occurs.


a. IDENTIFYING IMPACTS

You need to identify what are the main impacts on your business if it is affected by flooding. These impacts could include:

- Personal injury or death
- Loss of records
- Damage to stock, plant and equipment
- Damage to furniture, floor coverings and fittings
- Exposure to hazardous materials
- Loss of goodwill with customers and clients
- Time taken to resume trading
- Loss of production
- Damage to reputation or image
- Cost of cleanup
- Customers unable to physically reach the store
- Employees unable to report for work

Using this list, fill in the 'Impacts' table on page 20 of your Business FloodSafe Plan by writing down the impacts of flooding on your business. 

Some of these impacts are possibly more important to your business than others.

Prioritise these impacts in the 'Impacts' table on page 20. 

Keep these priorities in mind when you are developing the rest of your Business FloodSafe plan.

b. CRITICAL FUNCTIONS

There are several critical functions that your business must try to continue during a flood and as you recover. These critical functions include:

- Payroll
- Paying bills
- Communications (e.g. with customers, suppliers, staff)
- Banking

Consider these and any other critical functions as you develop your plan.

c. CHANCE OF FLOODING

It is important that you understand the chance of your business being flooded, as well as the possible impacts. This information can be obtained from your local council or SES.

Using Table 1, you can work out the chance of your business being flooded in a 10 and 20 year period using the information from council or the SES. For example, if you are in the 1 in 100 flood level, there is a 10 percent chance that you will experience a flood this high or higher at least once in the next 10 years.



Table 1: Chances of being flooded in the next 10 or 20 years

FLOOD LEVEL	CHANCE IN NEXT 10 YEARS	CHANCE IN NEXT 20 YEARS
1 in 20	40 %	64 %
1 in 50	18 %	33 %
1 in 100	10 %	18 %
1 in 500	2 %	4 %

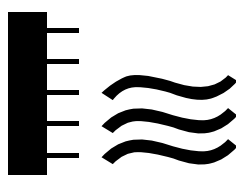
d. TRIGGERS FOR FLOOD ACTION

There are certain situations (or 'triggers') that should prompt your actions before a flood occurs.

In areas prone to flash flooding, the Bureau of Meteorology may indicate flooding through a severe weather warning or a severe thunderstorm warning. These warn of sudden heavy rainfall that can cause flash flooding and are triggers to prompt action.

Local radio stations broadcast these warnings from the Bureau of Meteorology. These often refer to area or regions rather than specific suburbs or towns. Listen carefully to determine if your business might be about to experience flash flood.

It is important to estimate how long it will take to complete actions in your Business FloodSafe Plan as there may be little time to implement them. Also be aware that the first warning you get could be intense rainfall or rising floodwaters.



For emergency help in floods and storms, phone the SES on 132 500

2. DEVELOPING YOUR BUSINESS FLOODSAFE PLAN

FLOOD PROOFING

There are some actions you can take to improve the resistance of a building and its contents to flood. You can also attempt to prevent water from entering the building. These actions include:



- ☞ Use furniture, floor coverings and fittings made of flood resistant materials e.g. metal, ceramic tiles (NOTE: avoid timber composites such as pine board, chip board, masonite)
- ☞ Use furniture and fittings that can be removed easily (NOTE: avoid built in fittings)
- ☞ Keep stock, plant and equipment as high above the floor as practical or ensure they can be easily lifted or removed if a flood occurred
- ☞ Store chemicals in a high place or ensure they can be easily lifted or removed if a flood occurred
- ☞ Locate essential equipment above floor level if possible
- ☞ Keep computer equipment off the floor
- ☞ Regularly clean drains and gutters
- ☞ Mount power points and control panels (e.g. security control, air conditioning) as high as practical above floor level
- ☞ If practical, install flood proofing devices e.g. flood barriers (NOTE: seek engineering advice before installing them)

Fill in the 'Flood Proofing' section on page 21 of your Business FloodSafe Plan with details of these and any other actions.



DID YOU KNOW?



- ☞ Flooding is a known risk to your business. As such, you have a legal obligation to minimise OH&S risks related to flooding for your staff and clients (see details about OH&S risks and suggested actions on page 37)
- ☞ Essential services such as telephone and electricity could be lost before flooding occurs (you may have to carry out actions in the dark and without a landline)
- ☞ For most businesses there is no one on site for two thirds of the time. A flood could occur while the business is closed (you need to consider this in planning flood actions starting on page 22)
- ☞ The rate of water rise varies between floods ('no two floods are the same')

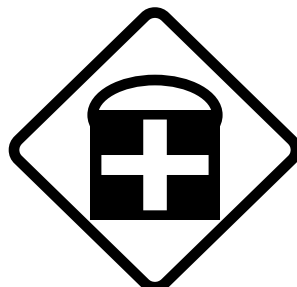
For emergency help in floods and storms, phone the SES on 132 500

PREPARING FOR A FLASH FLOOD

There are several ways to be ready for a flood. These flood 'readiness' actions can be taken now and include:

- ☞ Maintain a flood emergency kit consisting of at least:
 - Portable radio with spare batteries (to listen to flood details)
 - A torch with spare batteries (for work in the dark)
 - A first aid kit and manual
 - Waterproof bags (for storage)
 - Emergency contact numbers
 - Waterproof footwear with non-slip soles
 - Waterproof and puncture resistant gloves
 - Cleaning products (for clean up after flood)
 - Boxes (for storage)
- ☞ Obtain and update staff and other emergency contact numbers
(fill in table on page 36 of your Business FloodSafe Plan)
- ☞ Document Occupational Health and Safety (OH&S) procedures for a flood *(fill in table on page 37 of your Business FloodSafe Plan)*
- ☞ Regularly back up records, accounts and computer files and store them so they can be easily carried (e.g memory stick, CD or DVD)
- ☞ Identify what critical functions must be maintained during and after flooding e.g. payroll, banking
- ☞ Organise reciprocal help strategies with similar businesses in areas unlikely to flood at the same time
- ☞ Identify ways to re-stock and staff your business to quickly resume trading after a flood
- ☞ Identify ways for winning back customers after a flood e.g. sales, incentives

Fill in the 'Prepare' table on page 22 of your Business FloodSafe Plan with details of these actions



RESPONDING - WHEN A FLASH FLOOD IS LIKELY

There are several actions that you should take when a flash flood is likely. A severe weather warning, severe thunderstorm warning or heavy rain could trigger these actions. The actions include:

- Be alert, keep your eye on the weather and keep listening to your local radio station for further information and advice.
- Use your flood emergency kit to help remove and store items
- Tell staff of the likelihood of a flood and of the need to stay in the building if flooding occurs.
- Raise stock, records and equipment e.g by stacking them on benches and tables.
- Secure objects that are likely to float and cause damage.
- Relocate waste containers, chemicals and poisons well above floor level and the above the maximum flood level
- Check any flood proofing devices (e.g. flood barriers) and have them ready to be installed
- Check if neighbouring businesses need help
- Check your ability to re-stock and re-staff after a flood
- Back up computer files and critical records and keep them with you (e.g memory stick, CD or DVD)
- Maintain critical business functions e.g. payroll, telephone

IF THE SITUATION IS LIFE THREATENING CALL 000



Fill in the details of these actions in the 'Respond - When a Flood is Likely' table on page 24 of your Business FloodSafe Plan 

For emergency help in floods and storms, phone the SES on 132 500

RESPONDING - DURING A FLASH FLOOD

There are several actions to carry out during a flash flood.

It is critical to take action early when you know flooding is imminent. If you require **emergency assistance** call the SES on 132 500.

The actions during a flood include:

- Keep listening to a local radio station for further information and advice
- Stay inside your building with your staff
- Shelter in the highest part of the building if possible
- Tell staff that are away from your business not to return until floodwaters have receded
- Remind staff of OH&S procedures related to flooding (see page 37 of your Business FloodSafe plan for details)

If you and your staff are asked to evacuate your business:

- Leave before floodwater arrives - you may only have minutes to evacuate
- Take your computer files and critical records with you
- Take your Emergency Kit with you
- Turn off the electricity and gas as you leave and secure gas bottles
- Be aware of fallen power lines, trees and debris
- Shelter at an appropriate place on higher ground away from creeks and drains

There may be also other actions to carry out related to your specific business and location.

Fill in the details of the necessary actions in the 'Respond - During a Flood' table on page 27 of your Business FloodSafe Plan

IF THE SITUATION IS LIFE THREATENING CALL 000


For emergency help in floods and storms, phone the SES on 132 500

RECOVERING

There are several actions to carry out after a flood that will maintain critical business functions and restore the business to full operations. These 'recovery' actions include:

- 🔍 If you are inside your building, leave only once floodwaters have receded
- 🔍 If you have evacuated, keep your radio tuned to the local radio station and return to business premises only after the SES has advised it is safe
- 🔍 Carry out an OH&S risk assessment before the flood-damaged parts of your premises are entered. The OH&S risk assessment should investigate at least:
 - Structural safety of the building
 - Safety of electrical and gas supplies and equipment
 - Potential slips, trips and falls with mud and water
 - Prevalence of venomous spiders and snakes
 - Sharp debris
 - Manual handling and lifting
- 🔍 Use your flood emergency kit to help clean up your premises
- 🔍 Carry out clean up in accordance with OH&S procedures. These procedures include wearing protective clothing plus enclosed, waterproof, non-slip footwear, and waterproof, puncture-resistant gloves as recommended for your flood emergency kit
- 🔍 Carry out proper personal washing after cleaning flood-damaged premises
- 🔍 Remove debris and clean, repair and disinfect premises
- 🔍 Salvage, clean and dry as much stock, equipment, furniture, fittings and floor coverings as possible
- 🔍 Return any stock, equipment etc that was raised
- 🔍 Replace any lost equipment, stock and plant as soon as possible
- 🔍 Replace any lost furniture, fittings and floor coverings with more flood resistant products
- 🔍 Restore critical records, cash and computer files
- 🔍 Advertise reopening of the business
- 🔍 Re-stock and staff business to quickly resume trading after the flood
- 🔍 Use strategies for winning back customers
- 🔍 Maintain critical business functions e.g. payroll

There may be also other actions to carry out related to your specific business and location.

Fill in the details of the necessary actions in the 'Recover' table on page 30 of your Business FloodSafe Plan. 



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3. IMPLEMENTING YOUR PLAN

It is important to integrate your Business FloodSafe Plan into your business. The plan should be part of your business continuity planning for situations that may stop your critical functions.

The plan needs to be located in an easily accessed place in your premises and another copy kept off site (and out of the floodplain). You might also photocopy your plan so it can be used as a checklist during the flood.

Training ensures that all employees have knowledge and understanding of your Business FloodSafe Plan. Staff should be taught who is responsible for the actions in the plan and how to perform tasks. This may involve group discussions, exercises and quizzes.


Training should be conducted regularly and new staff trained during their induction.

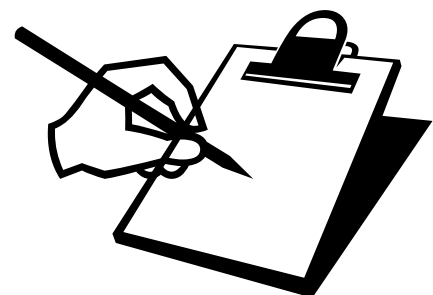
Fill in the 'Plan Implementation' section on page 33 of your Business FloodSafe Plan to record actions such as training. 



4. MAINTAINING YOUR PLAN

Your Business FloodSafe Plan needs to be maintained by ensuring that all plan details are kept up to date and those things needed to prepare for a flood (e.g. flood emergency kit, flood proofing devices) are in place.

Fill in the 'Maintenance' section on page 34 of your Business FloodSafe Plan to record actions 



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5. REVIEWING YOUR PLAN

Review involves critically examining all aspects of your Business FloodSafe Plan. This includes:

- Making sure the plan works as it is supposed to
- Accounting for changes in risk
- Improvements e.g. lessons learnt from a flood
- Changes on the floodplain

Reviews should be completed at least yearly and after:

- Training drills
- Exercises
- Flooding
- Changes to your building layout or design
- Changes in staff responsibilities
- Changes in business activities
- Changes on the floodplain



Staff should be involved in reviewing the plan and be trained and exercised accordingly if needed.

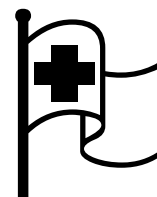
Fill in the 'Review' section on page 35 of your Business FloodSafe Plan to record actions



OCCUPATIONAL HEALTH AND SAFETY

Flooding is a known risk to your business. There are numerous potential risks to the health and safety of your employees associated with flooding including, but not limited to:

- Raising stock, plant and equipment before a flood arrives
- Coming in contact with floodwaters
- Cleaning up, repairing and restocking after a flood



Flooding may also pose a risk to your clients, particularly if you provide accommodation.

You have a legal obligation to minimise OH&S risks related to flooding for your staff and clients.

Fill in the details of your OH&S measures for flooding on page 37 of your Business FloodSafe Plan.



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FURTHER PLANNING

You may wish to develop a more detailed and complex Business FloodSafe Plan than the one provided. This is to be encouraged as long as the basic flood actions (prepare, respond, recover) are kept. Good references to help you develop a more detailed plan are:

- 'Business Continuity Management' (reference HB 221:2004) available from Standards Australia (www.standards.com.au)
- 'Environmental Risk Management Principles and Processes' (reference HB 2003:2004) available from Standards Australia
- 'AS 3745 Emergency Control Organisation and Procedures for Buildings Structures and Workplaces' available from Standards Australia
- 'AS 4804 Occupational Health and Safety Management Systems- General Guidelines on Principles, Systems and Supporting Techniques' available from Standards Australia
- 'On-site Emergency Planning' produced by the NSW State Emergency Management Committee (www.emergency.nsw.gov.au)
- SES website at www.ses.nsw.gov.au

BUSINESS FLOODSAFE PLAN

USE THE GUIDE STARTING ON PAGE 8 TO HELP YOU FILL IN THIS PLAN

BUSINESS NAME

BUSINESS CONTACT
PERSON

ADDRESS

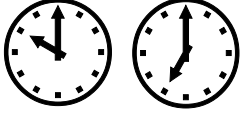
TELEPHONE
NUMBER

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IMPACTS




List the main impacts (see page 9 of the Business FloodSafe Plan Guide) on your business if flooding occurs. Then, in the right column, prioritise these impacts (1= most important, 2 = next important etc).

IMPACTS	PRIORITY
<i>Example: Lost trading time</i> 	2

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FLOOD PROOFING

Using the ideas in the plan guide (page 11), list and provide details about actions you will take to flood proof your business.


ACTION	WHEN	HOW
<p>Example: <i>Keep computer equipment off the floor</i></p> 	<p><i>August 2005</i></p> 	<p><i>Purchase new computer cabinets that keep hard drives off the floor</i></p> 

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FLOOD ACTION

PREPARE

Use the list of actions in the table below to prepare for a flood. Fill in the details for all actions that are relevant to your business. Add any other actions and their details at the end of the table. In the 'When' column, add triggers for action (see page 10). In the 'Who' column, note the person or people responsible for the action. In the 'How' column, note any procedures to complete the action. Tick off actions as they are completed.

PREPARE: ACTION	COMPLETED	WHEN	WHO	HOW
Example: <i>Maintain a flood emergency kit</i> 	<input checked="" type="checkbox"/>	<i>June 2005 onwards</i>	<i>Bill Smyth</i>	<i>Purchase all items. Store in labelled plastic container. Use in staff training. Make sure batteries can operate.</i>
Maintain a flood emergency kit (see page 12 for contents)	<input type="checkbox"/>			
Keep staff emergency contact numbers (fill in list on page 36 of this plan)	<input type="checkbox"/>			
Document OH&S procedures for a flood (fill in list on page 37 of this plan)	<input type="checkbox"/>			

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PREPARE: ACTION	COMPLETED	WHEN	WHO	HOW
Regularly back up records, accounts and computer files and store them so they can be easily carried.	<input type="checkbox"/>			
Identify what critical functions must be maintained during and after flooding e.g. banking, payroll	<input type="checkbox"/>			
Organise reciprocal help strategies with similar businesses in areas unlikely to flood at the same time as yours	<input type="checkbox"/>			
Identify ways to re-stock and staff your business to quickly resume trading after a flood	<input type="checkbox"/>			
Identify ways for winning back customers after a flood e.g. sales, incentives	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			

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RESPOND - WHEN A FLOOD IS LIKELY

Use the list of actions in the table for when a flood is likely. These actions could be triggered by a severe weather warning, a severe storm warning or heavy rain. Fill in the details for all actions that are relevant to your business. Add any other actions and their details at the end of the table. In the 'When' column, add triggers for action (see page 10). In the 'Who' column, note the person or people responsible for the action. In the 'How' column, note any procedures to complete the action. Tick off actions as they are completed.

FLOOD LIKELY: ACTION	COMPLETED	WHEN	WHO	HOW
Example: Tell staff of likelihood of flood	<input checked="" type="checkbox"/>	Severe weather warning, a severe storm warning or heavy rain.	Manager	<i>Ask staff to meet and inform them of likely flood and that we are commencing actions in this part of the plan</i>
Keep your eye on the weather and listen to your local radio station for information and advice.	<input type="checkbox"/>			
Use your flood emergency kit to help remove and store items	<input type="checkbox"/>			
Tell staff, of the likelihood of a flood and of the need to stay in the building if flooding occurs	<input type="checkbox"/>			

For emergency help in floods and storms, phone the SES on 132 500

FLOOD LIKELY: ACTION	COMPLETED	WHEN	WHO	HOW
Raise stock, records and equipment	<input type="checkbox"/>			
Secure objects that are likely to float and cause damage	<input type="checkbox"/>			
Relocate waste containers, chemicals and poisons well above floor level	<input type="checkbox"/>			
Check any flood proofing devices and have them ready to be installed	<input type="checkbox"/>			
Check readiness of your alternative site for business	<input type="checkbox"/>			
Check if neighbouring businesses need help	<input type="checkbox"/>			

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FLOOD LIKELY: ACTION	COMPLETED	WHEN	WHO	HOW
Check your ability to re-stock and re-staff after a flood	<input type="checkbox"/>			
Back up computer files and critical records and keep them with you	<input type="checkbox"/>			
Maintain critical business functions e.g. payroll, banking	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			
	<input type="checkbox"/>			
	<input type="checkbox"/>			

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RESPOND - DURING A FLOOD

Use the list of actions in the table below during a flood. Fill in the details for all actions that are relevant to your business. In the 'When' column, add triggers for action (see page 10). In the 'Who' column, note the person or people responsible for the action. In the 'How' column, note any procedures to complete the action. Add any other actions and their details at the end of the table. Tick off actions as they are completed. Carry out the actions on pg 29 if you are asked to evacuate. **IF THE SITUATION IS LIFE THREATENING CALL 000**

DURING FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Example: <i>Tell staff that are away from your business not to return until flood waters have receded.</i>	<input checked="" type="checkbox"/>	<i>Severe weather warning, severe storm warning or heavy rain</i>	<i>Manager</i>	<i>Use Emergency Contacts on page 36 to contact staff that are away from the business premises.</i>
Keep listening to a local radio station for further information and advice	<input type="checkbox"/>			
Stay inside your building with your staff	<input type="checkbox"/>			
Shelter in the highest part of the building if possible	<input type="checkbox"/>			

For emergency help in floods and storms, phone the SES on 132 500

DURING FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Tell staff that are away from your business not to return until flood waters have receded.	<input type="checkbox"/>			
Remind staff of OH&S procedures related to flooding (see page 37 of this plan)	<input type="checkbox"/>			
If the situation is life threatening call 000	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			
	<input type="checkbox"/>			
	<input type="checkbox"/>			

For emergency help in floods and storms, phone the SES on 132 500

IF YOU ARE ASKED TO EVACUATE

DURING FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Leave before flood water arrives you may only have minutes to evacuate	<input type="checkbox"/>			
Take your computer files and critical records with you	<input type="checkbox"/>			
Take your Emergency Kit with you	<input type="checkbox"/>			
Turn off the electricity and gas as you leave and secure gas bottles	<input type="checkbox"/>			
Shelter at an appropriate place on higher ground away from creeks and drains	<input type="checkbox"/>			
Other action:				

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RECOVER

Use the list of actions in the table to recover after a flood. Fill in the details for all actions that are relevant to your business. Note the timeframe for actions in the 'When' column. In the 'Who' column, note the person or people responsible for the action. In the 'How' column, note any procedures to complete the action. Add any other actions and their details at the end of the table. Tick off actions as they are completed.

AFTER FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Example: Carry out an OH&S risk assessment before the flood-damaged part of your premises are entered	<input checked="" type="checkbox"/>	<i>Floodwaters have receded</i>	<i>Manager Jenny Smith</i>	<i>Use headings on page 38 to undertake assessment</i>
If you are inside your building, leave only once floodwaters have receded	<input type="checkbox"/>			
If you have evacuated, keep radio tuned to local radio station and return to premises only after SES has advised it is safe	<input type="checkbox"/>			
Carry out an OH&S risk assessment before the flood-damaged part of your premises are entered	<input type="checkbox"/>			

For emergency help in floods and storms, phone the SES on 132 500

AFTER FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Carry out clean up in accordance with OH&S procedures (see page 37 for details)	<input type="checkbox"/>			
Carry out proper personal washing after cleaning flood-damaged premises	<input type="checkbox"/>			
Remove debris and clean, repair and disinfect premises	<input type="checkbox"/>			
Salvage, clean and dry as much stock, plant, equipment, furniture, fittings and floor coverings as possible	<input type="checkbox"/>			
Return any stock, equipment etc that was raised	<input type="checkbox"/>			
Replace any lost equipment, stock and plant as soon as possible	<input type="checkbox"/>			

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AFTER FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Replace any lost furniture, fittings and floor coverings with more flood resistant products	<input type="checkbox"/>			
Restore critical records, cash and computer files	<input type="checkbox"/>			
Advertise reopening of the business	<input type="checkbox"/>			
Re-stock and staff business to quickly resume trading after the flood	<input type="checkbox"/>			
Use strategies for winning back customers	<input type="checkbox"/>			
Maintain critical business functions e.g. payroll, banking	<input type="checkbox"/>			

For emergency help in floods and storms, phone the SES on 132 500

PLAN IMPLEMENTATION

Fill in the details below as a record of implementing this plan.

- Locations for this Business FloodSafe Plan

At the business premises _____

Off-site and out of the floodplain _____

- Details of staff training about Business FloodSafe Plan (use table below)

Date	 Trainer/s	Who was trained	Details of training

PLAN MAINTENANCE

Check that your plan details are up to date (especially emergency contact details). Record when you have checked the plan below.



Date	Who carried out check	Details of changes made

Also check that all items that are needed to prepare for the flood are in working order.



- Flood emergency kit
- Flood proofing devices
- Anything else

OCCUPATIONAL HEALTH AND SAFETY

Identify Occupational Health and Safety (OH&S) procedures to be followed during and after a flood. Provide details of how you will manage the risks in the spaces below and in your business OH &S plan. There may be additional risks to those listed below.

DURING A FLASH FLOOD

- Vertical evacuation (staff should stay in the premises and shelter in the highest part of the building unless told to evacuate)

- Manual handling (of stock, plant, equipment and furniture)

- Darkness (e.g. make sure that there is adequate light as flood preparations may need to be made at night or in overcast conditions)

- Protective clothing (solid non-slip footwear is essential as a minimum)

- Slips, trips and falls (particularly in wet conditions)

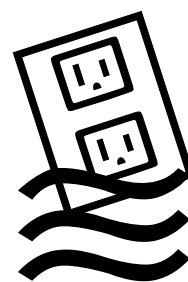
- Avoid entering floodwaters on foot or in vehicles (e.g. risk of electrocution, drowning, injury from submerged objects or uneven ground)

- Other risks

AFTER A FLOOD

Only enter the flood damaged parts of the premises after floodwaters have completely subsided and the SES advises that it is safe to do so. Make sure you undertake an OH&S risk assessment before entering the flood damaged parts of the building. Use the headings below to assist with this assessment. There may be additional risks to those listed below.

- Structural safety of buildings
- Safety of electrical and gas supplies (electricity may be on or gas could be leaking)
- Slips, trips and falls particularly with mud and water
- Contamination (e.g. sewage, chemicals and disease in flood waters)
- Safety of plant and equipment (have a qualified tradesperson check)
- Sharp debris
- Venomous animals (e.g. snakes and spiders seek refuge in buildings and debris)
- Other risks



During cleanup, all staff should wear protective clothing (including enclosed, waterproof, non-slip footwear and waterproof, puncture-resistant gloves). Also they should use safe **manual handling** procedures when moving stock, plant, equipment and furniture. After cleaning premises, they should wash thoroughly to remove any potential contaminants.

For emergency help in floods and storms, phone the SES on 132 500