

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

A FLOOD CAN WRECK YOUR BUSINESS

- A flood can be life threatening to you, your staff and customers.
- 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

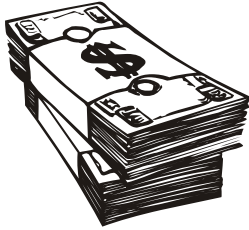
- It could take several weeks or months for your business to return to normal trading after a flood. Your customers could take their business elsewhere.
- Insurance policies to cover your business for flood damage are difficult to obtain and expensive.

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

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 per cent 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)

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

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 7
- Sheets to fill in to produce your plan starting on page 20

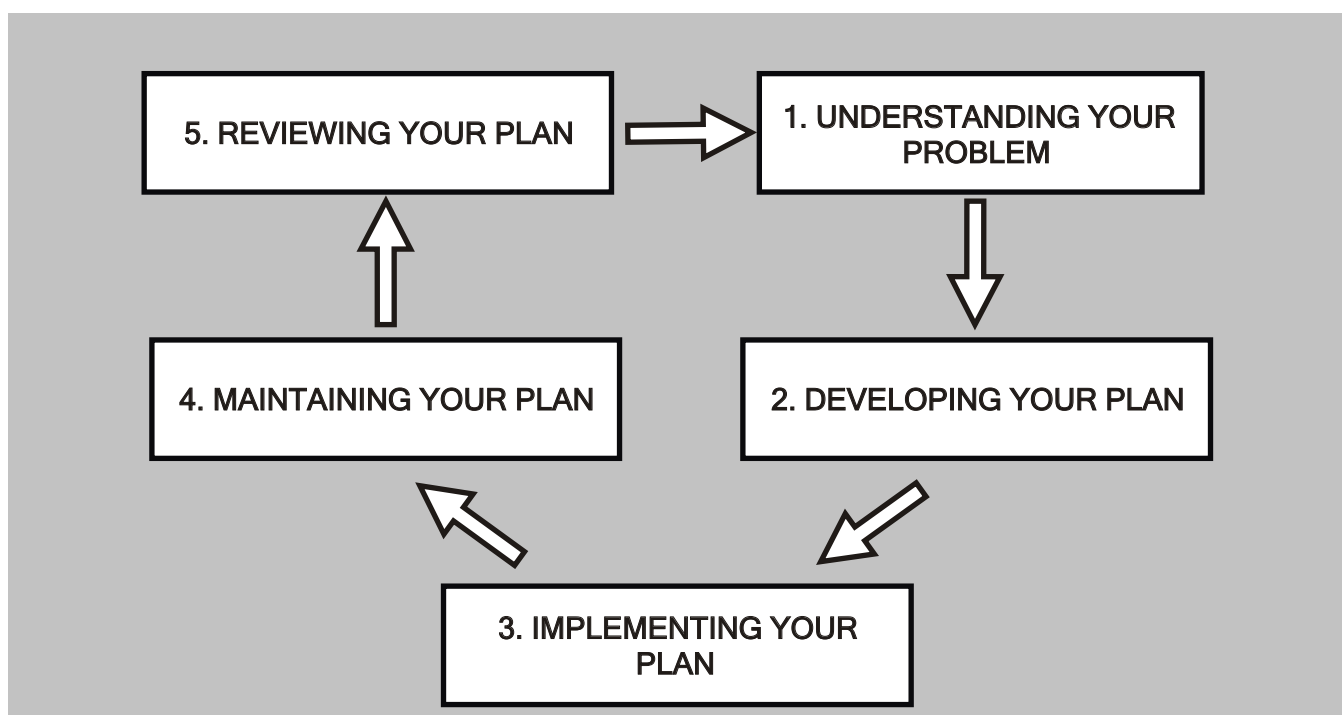


The plan you develop using the toolkit is called a Business FloodSafe Plan. Your Business FloodSafe Plan should be part of your business continuity management. Continuity management minimises the impacts of situations that can prevent the business running for extended periods. These situations include 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 7.

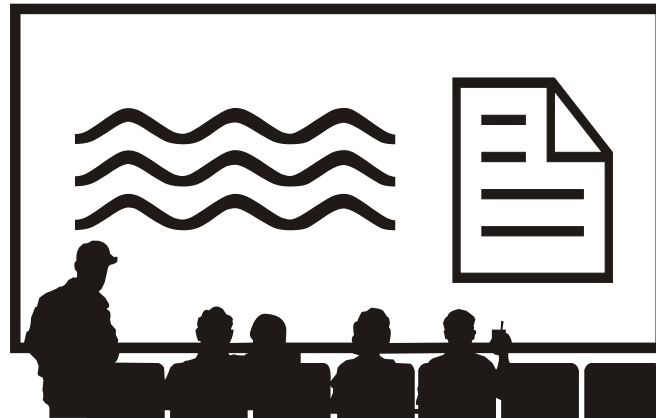
BUSINESS FLOODSAFE PLAN STEPS



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

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).

You need to display the 'Don't let your business go under' poster and FloodSafe local information poster accompanying this toolkit. This will help develop your staff's awareness of flooding and their understanding of your Business FloodSafe Plan.

WHERE CAN YOU GET HELP WITH YOUR PLAN?

Further information to help you develop your Business FloodSafe plan can be found in the two posters that accompany the toolkit.

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 20



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
- 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 21 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 21. 

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.

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

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 per cent 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 %

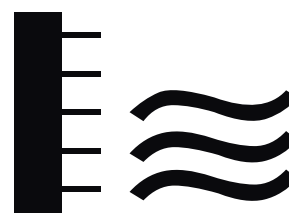
d. TRIGGERS FOR FLOOD ACTION

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

Most river catchments have a flood height prediction system consisting of Flood Watches and Flood Warnings. In these areas, a Flood Watch is issued when forecast weather conditions could result in flooding. Flood Warnings are issued when rainfall shows flooding will occur and include predicted river heights at the local river gauge and their arrival time. A Flood Warning may be issued without a Flood Watch having first been issued.

Other information issued by the Bureau of Meteorology that may indicate flooding is a severe weather warning or a severe thunderstorm warning. These warn of sudden heavy rainfall that can cause flash flooding.

Local radio stations broadcast Flood Watches and warnings (see the FloodSafe brochure for information on what stations to listen to).



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



If you have access to a flood height prediction system, your triggers should relate to river height predictions at the local river gauge. Examples of triggers are:

- When a Flood Watch is issued
(You will carry out actions to be ready for flooding)
- When a river height prediction is issued that flood water will cut evacuation routes (e.g. need to evacuate premises, need to relocate equipment etc off site, relocate vehicles)
- When a river height prediction is issued that your business premises will be flooded (need to carry out as many actions as possible listed on page 32)

There may be some other circumstances that you need to identify triggers for.

Some areas of NSW do not have flood height prediction systems. In these areas, businesses will need to have triggers related to:

- Severe weather warnings (broadcast on local radio)
- Severe storm warnings (broadcast on local radio)
- Very heavy rain

Flash flooding is prevalent in these areas and there may be little time to activate certain actions using this information. Nevertheless, it is still important to have a series of triggers for the actions in the plan.

When developing your triggers it is important to estimate how long it will take to complete actions (compared with predicted time for flood to reach height predictions) and the resources (e.g. staff, equipment, vehicles) required to complete actions.

Fill in whatever triggers apply to your area on page 22 of your Business FloodSafe Plan.



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 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 23 of your Business FloodSafe Plan with details of these and any other actions.



DID YOU KNOW?



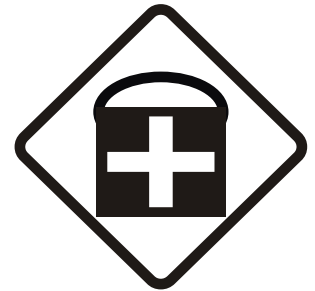
- Flooding is a known risk to your business. As such, you have a legal obligation to minimise OH&S risks related to flooding for your staff and clients (see details about OH&S risks and suggested actions on page 44)
- Essential services such as telephone and electricity could be lost long before flooding 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 trigger could occur while the business is closed (you need to consider this in planning flood actions starting on page 24)
- 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.

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 43 of your Business FloodSafe Plan)
- Document Occupational Health and Safety (OH&S) procedures for a flood
(fill in table on page 44 of your Business FloodSafe Plan)
- Regularly back up records, accounts and computer files and store them off site and out of the floodplain
- Identify what critical functions must be maintained during and after flooding e.g. payroll, banking
- Make call diversion arrangements to be able to continue some business operations off site
- Have alternative supply arrangements in place (e.g. deliveries to a location off site and out of the floodplain)
- Organise reciprocal help strategies with similar businesses in areas unlikely to flood at the same time
- If practical, designate an alternative site to operate from during floods
- 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
- Display evacuation procedures in each room (for 'accommodation businesses' such as hotels, motels, retirement villages)
- Practise evacuation procedures regularly (for 'accommodation businesses' such as hotels, motels, retirement villages, caravan parks)



Fill in the 'Prepare' table on page 24 of your Business FloodSafe Plan with details of these actions 

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

RESPONDING - WHEN A FLOOD IS LIKELY

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



- Have your radio tuned to your local radio station (see FloodSafe poster for details) and ensure it has spare batteries
- Have your flood emergency kit ready to use
- Tell staff, contractors and suppliers of the likelihood of flood
- Tell staff of evacuation routes
- Check availability of staff and others to move stock, equipment, fittings and furniture if required
- Confirm quantity of stock, equipment, furniture and fittings that needs to be moved
- Identify availability of resources to move items (e.g. lifting equipment, vehicles and contractors) and place them on standby
- Check any flood proofing devices (e.g. flood barriers) and have them ready to be installed
- Check readiness of your alternative site for business
- Check call diversion for suppliers and customers to your alternative (out-of-floodplain) location
- Advise businesses for which you have reciprocal help arrangements of the likelihood of flood
- Check your ability to re-stock and re-staff after a flood
- Back up computer files and critical records and take them off site
- Maintain critical business functions e.g. payroll
- Check occupancy details e.g. number and names of occupants (for 'accommodation businesses' such as hotels, motels, retirement villages, caravan parks)
- Tell occupants of likelihood of flood, evacuation routes and evacuation centres to arrange emergency accommodation (for 'accommodation businesses' such as hotels, motels, retirement villages, caravan parks)
- Ensure that caravans can be easily removed (for caravan parks)

Fill in the details of these actions in the 'Respond - When a Flood is Likely' table on page 27 of your Business FloodSafe Plan



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

RESPONDING - DURING A FLOOD

There are several actions to carry out during a flood. These actions should link with the triggers outlined at the start of your Business FloodSafe Plan.

It is critical to take action early particularly when there is a flood warning or you know flooding is imminent. If you require emergency assistance call the SES on 132 500.

The actions during a flood include:

- Keep radio tuned to local radio station for flood warnings including updates on forecast flood heights and timings
- Assist neighbouring businesses if required
- Use flood emergency kit to help remove and store items (e.g. with boxes)
- Inform staff and contractors of flood warning details
- Remind staff of OH&S procedures related to flooding (see page 44 of your Business FloodSafe plan for details)
- Move stock, equipment, furniture and fittings if possible to a location above the predicted peak flood level
- Move staff vehicles to a flood free location
- Allow staff with their own property at risk to leave
- Install available flood proofing devices e.g. flood barriers (sand-bags are possibly available from the SES)
- Block toilets, sinks and floor wastes with sand-bags to prevent floodwaters from entering your building
- Return customers' property if possible
- Relocate chemicals off site or to a higher location (NOTE: ensure they are clearly labelled)
- Secure objects that are likely to float or cause damage (NOTE: open refrigerators and freezers to prevent them from floating)
- Back up computer files and take these along with computers, cash and critical records to a flood free location
- Postpone supply deliveries
- Divert business calls to an alternative location
- If practical, make arrangements to temporarily continue business operations from other premises
- Notify customers and clients of alternative arrangements
- Evacuate all staff before the premises are flooded using safe evacuation routes
- Turn off electricity, gas and water (where they enter the premises) when leaving the building
- Lock premises when leaving and notify security
- Maintain critical business functions e.g. payroll

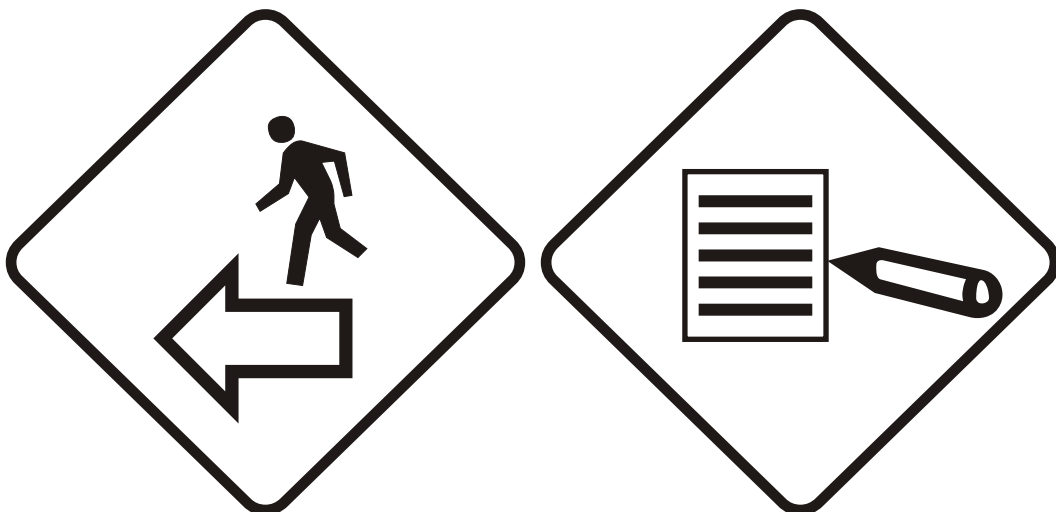
(Continued Next Page)

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

- Evacuate occupants by safe evacuation routes prior to flooding (for 'accommodation businesses' such as hotels, motels, retirement villages, caravan parks)
- Take occupancy details off site during evacuation (for 'accommodation businesses' such as hotels, motels, retirement villages, caravan parks)
- Check names at emergency accommodation to account for all your occupants (for 'accommodation businesses' such as hotels, motels, retirement villages, caravan parks)
- Remove caravans to safe location above the predicted flood height (for caravan parks)

There may be other actions as well as these 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 31 of your Business FloodSafe Plan



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:

- 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 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 moved off site
- 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
- Implement any reciprocal help arrangements
- 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 other actions as well as these to carry out related to your specific business and location.

Fill in the details of the necessary actions in the 'Recover' table on page 36 of your Business FloodSafe Plan.



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

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.

You should display the 'Don't let your business go under' poster, and the FloodSafe local information poster in a place where your staff can read it e.g. a noticeboard.

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.

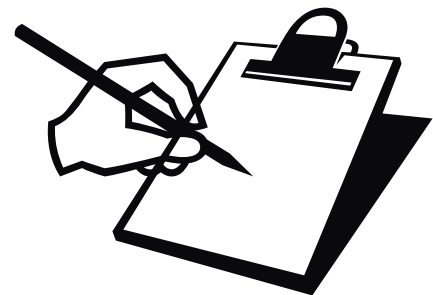
Fill in the 'Plan Implementation' section on page 40 of your Business FloodSafe Plan to record actions such as training.



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 41 of your Business FloodSafe Plan to record actions



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

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 in the river catchment



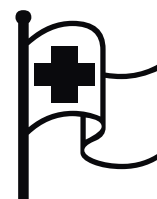
Staff should be involved in reviewing the plan and be trained and exercised accordingly if needed.

Fill in the 'Review' section on page 42 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:

- Moving 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 44 of your Business FloodSafe Plan. 

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

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 7 TO HELP YOU FILL IN THIS PLAN

BUSINESS NAME

**BUSINESS CONTACT
PERSON**

ADDRESS


**TELEPHONE
NUMBER**

**THIS COPY TO BE
KEPT AT**

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

IMPACTS

List the main impacts (see page 8 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

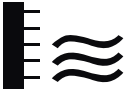



For emergency help in floods and storms, phone the SES on 132 500

TRIGGERS

If you are in an area **with a flood height prediction system**, use river flood height predictions to trigger action (see page 9 of the plan guide). You should commence actions even when a Flood Watch is issued.

If you are in an area **without a flood warning system**, you will have to use other triggers e.g. severe weather warning, severe storm warning, heavy rain (see page 10 of the plan guide).




Refer to the flood action part of this plan (starting on page 24) for the main actions for each trigger. Also note how long it will take to complete these actions plus the resources (e.g. staff, equipment, vehicles) needed.

TRIGGER	ACTION	TIME NEEDED	RESOURCES
<p>Example: <i>River height predicted to reach 9.5 metres</i></p> 	<p><i>Move stock, furniture and equipment</i></p> 	<p><i>5 hours</i></p> 	<p><i>2 staff / 2 vehicles</i></p> 

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

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> 

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

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 22). 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 43 of this plan)	<input type="checkbox"/>			
Document OH&S procedures for a flood (fill in list on page 44 of this plan)	<input type="checkbox"/>			

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

PREPARE: ACTION	COMPLETED	WHEN	WHO	HOW
Regularly back up records, accounts and computer files and store them off site and out of the floodplain	<input type="checkbox"/>			
Identify what critical functions must be maintained during and after flooding e.g. banking, payroll	<input type="checkbox"/>			
Make call diversion arrangements to be able to continue some business operations off site	<input type="checkbox"/>			
Have alternative supply arrangements in place	<input type="checkbox"/>			
Organise reciprocal help strategies with similar businesses in areas unlikely to flood at the same time as yours	<input type="checkbox"/>			
Designate an alternative site to operate from during floods	<input type="checkbox"/>			

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

PREPARE: ACTION	COMPLETED	WHEN	WHO	HOW
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"/>			
Display evacuation procedures in each room (for 'accommodation businesses')	<input type="checkbox"/>			
Practise evacuation procedures regularly (for 'accommodation businesses')	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			

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

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 Flood Watch, severe weather warning or a severe storm warning. 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 22). 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"/>	<i>Flood Watch issued on radio</i>	<i>Manager</i>	<i>Ask staff to meet and inform them of likely flood and that we are commencing actions in this part of the plan</i>
Tune radio to local radio station for further flood details	<input type="checkbox"/>			
Have your flood emergency kit ready to use	<input type="checkbox"/>			
Tell staff, contractors and suppliers of likelihood of the flood	<input type="checkbox"/>			

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

FLOOD LIKELY: ACTION	COMPLETED	WHEN	WHO	HOW
Tell staff of evacuation routes	<input type="checkbox"/>			
Check availability of staff and others to move stock, plant, equipment, furniture and fittings that needs to be moved	<input type="checkbox"/>			
Confirm quantity of stock, plant, equipment and furniture that needs to be moved	<input type="checkbox"/>			
Identify availability of resources (e.g. lifting equipment) to move items and place them on standby	<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"/>			

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

FLOOD LIKELY: ACTION	COMPLETED	WHEN	WHO	HOW
Check call diversion for suppliers and customers to your alternative (out-of-floodplain) location	<input type="checkbox"/>			
Advise businesses for which you have reciprocal help arrangements of the likelihood of flood	<input type="checkbox"/>			
Check your ability to re-stock and re-staff after a flood	<input type="checkbox"/>			
Back up computer files and critical records and take them off site	<input type="checkbox"/>			
Maintain critical business functions e.g. payroll, banking	<input type="checkbox"/>			
Check occupancy details e.g. names and number of occupants (for 'accommodation businesses')	<input type="checkbox"/>			

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

FLOOD LIKELY: ACTION	COMPLETED	WHEN	WHO	HOW
Tell occupants of likelihood of flood, evacuation routes and evacuation centres (for 'accommodation businesses')	<input type="checkbox"/>			
Ensure that caravans can be easily removed (for caravan parks)	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			

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

RESPOND - DURING A FLOOD

Use the list of actions in the table below during a flood. A Flood Warning giving predictions of flood heights (or local information if this is not available) could trigger these actions. Fill in the details for all actions that are relevant to your business. In the 'When' column add triggers for action (see page 22). 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.

DURING FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Example: <i>Relocate chemicals off site or to a higher location</i>	<input checked="" type="checkbox"/>	<i>Predicted river height will cause flooding of premises</i>	<i>Jenny Smith Bill Smyth</i>	<i>Collect chemicals and label each container. Take containers to manager's garage (above predicted flood level)</i>
Tune radio to local radio station for further flood details including updates on predicted flood heights and timings	<input type="checkbox"/>			
Assist neighbouring businesses if required	<input type="checkbox"/>			
Use flood emergency kit to help remove and store items	<input type="checkbox"/>			

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

DURING FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Inform staff and contractors of flood warning details	<input type="checkbox"/>			
Remind staff of OH&S procedures related to flooding (see page 44 of this plan)	<input type="checkbox"/>			
Move stock, plant, equipment, furniture and fittings if possible to a location above the predicted flood level	<input type="checkbox"/>			
Move staff vehicles to a flood free location	<input type="checkbox"/>			
Allow staff with their own property at risk to leave	<input type="checkbox"/>			
Install available flood proofing devices e.g. flood barriers	<input type="checkbox"/>			

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

DURING FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Block toilets, sinks and floor wastes with sand bags	<input type="checkbox"/>			
Return customers' property if possible	<input type="checkbox"/>			
Relocate chemicals off site and out of the floodplain	<input type="checkbox"/>			
Secure objects that are likely to float or cause damage	<input type="checkbox"/>			
Back up computer files and take these along with computers, cash and critical records to a flood free location	<input type="checkbox"/>			
Postpone deliveries	<input type="checkbox"/>			

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

DURING FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Divert business calls to an alternative location	<input type="checkbox"/>			
Make arrangements to temporarily continue business operations from other premises	<input type="checkbox"/>			
Notify customers and clients of alternative arrangements	<input type="checkbox"/>			
Evacuate all staff before the premises are flooded using safe evacuation routes	<input type="checkbox"/>			
Turn off electricity, gas and water (where they enter premises) when leaving the building	<input type="checkbox"/>			
Lock premises when leaving and notify security	<input type="checkbox"/>			

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

DURING FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Maintain critical business functions e.g. payroll	<input type="checkbox"/>			
Evacuate occupants by safe evacuation routes prior to flooding (for 'accommodation businesses')	<input type="checkbox"/>			
Take occupancy details off site during evacuation (for 'accommodation businesses')	<input type="checkbox"/>			
Check names at emergency accommodation to account for all your occupants (for 'accommodation businesses')	<input type="checkbox"/>			
Remove caravans to safe location above the predicted flood height (for caravan parks)	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			

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

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 premises are entered	<input checked="" type="checkbox"/>	<i>After SES has advised it is safe to enter premises</i>	<i>Manager Jenny Smith</i>	<i>Use headings on page 45 To undertake assessment</i>
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 premises are entered (see details on page 44)	<input type="checkbox"/>			
Use flood emergency kit to help clean up premises	<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 44 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 moved off site	<input type="checkbox"/>			
Replace any lost equipment, stock and plant as soon as possible	<input type="checkbox"/>			

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

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"/>			
Implement any reciprocal help arrangements	<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"/>			

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

AFTER FLOOD: ACTION	COMPLETED	WHEN	WHO	HOW
Maintain critical business functions e.g. payroll, banking	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			
Other action:	<input type="checkbox"/>			

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

PLAN MAINTENANCE

Check that your plan details are up to date (especially emergency contact details).
Record when you check 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.

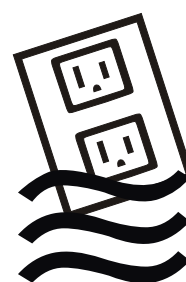
DURING A FLOOD

- Evacuation (e.g. ensure that staff and occupants have enough time to evacuate safely to a location which will be beyond the reach of flood waters)
- 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 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 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