

# Don't let your business go under

Never drive, ride or walk through floodwater If you need assistance during a flood, call the SES on 132 500 If an emergency is life threatening call 000



NOW AND ALWAYS	WHEN A FLOOD IS LIKELY	DURING A FLOOD	AFTER A FLOOD
<p><b>Protecting People</b></p> <p>Create, update and review a Business FloodSafe Plan using the Business FloodSafe Toolkit (<a href="http://www.ses.nsw.gov.au">www.ses.nsw.gov.au</a>)</p> <p>Prepare an Emergency Kit which includes a battery powered radio, spare batteries, torch, first aid kit, emergency contact numbers, a copy of your Business FloodSafe Plan and any other emergency items relevant to your business</p> <p>Display your Business FloodSafe Plan and this poster at your business premises and keep another copy of your plan off-site (and out of the floodplain) and also keep a copy in your Emergency Kit</p> <p>Inform staff of the risks that flooding can pose to them and to the business</p> <p>Ensure OH&amp;S procedures cover specific flood risks for your business</p> <p>Encourage staff to participate in the development and implementation of the Business FloodSafe Plan</p> <p>Incorporate flood awareness in staff induction training and train staff in flood procedures</p> <p>Maintain an up-to-date list of emergency contact numbers for staff and services. Keep a copy in your Business FloodSafe Plan, Emergency Kit and another off-site</p>	<p><b>Protecting People</b></p> <p>Be aware: 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. A Flood Warning may be issued without a Flood Watch or Severe Weather Warning having first been issued</p> <p>Locate and activate your Business FloodSafe Plan</p> <p>Tell staff, guests or contractors of the Flood Watch or Severe Weather Warning</p> <p>Check that your Emergency Kit is ready for use</p> <p>Check that you have spare batteries for your portable radio and torch</p> <p>Ensure staff know local evacuation routes and flood heights when these could close</p> <p>Listen to the local radio station for information, updates and advice</p> <p>Ensure neighbouring businesses are aware of the Flood Watch or Severe Weather Warning</p>	<p><b>Protecting People</b></p> <p>Carry out actions related to triggers in your Business FloodSafe Plan early, particularly when there is a Flood Warning or you know flooding is imminent</p> <p>Your Emergency Kit can be used to store items that need to be removed</p> <p>Remind employees of OH&amp;S procedures</p> <p>Keep listening to the local radio station for information, updates and advice</p> <p>Evacuate all employees and customers via safe evacuation routes, before the premises are affected by flooding. Be aware that evacuation routes may close early</p> <p>When evacuating, take your Emergency Kit and turn off electricity, gas and water at the mains. Lock the premises and notify security</p> <p>Keep in contact with staff and keep them updated on the situation</p> <p>Never drive, ride or walk through floodwater</p>	<p><b>Protecting People</b></p> <p>Never drive, ride or walk through floodwater</p> <p>Keep listening to the local radio station for information, updates and advice</p> <p>Before re-occupying the premises undertake an OH&amp;S risk assessment</p> <p>Check with SES before allowing people back onto the site</p> <p>Wear protective clothing including enclosed, waterproof, puncture-resistant gloves, sturdy shoes and long pants</p> <p>Ensure you wash properly after cleaning flood damaged premises</p> <p>Review your flood actions &amp; revise your Business FloodSafe Plan</p> <p>Have utilities professionally checked</p>
<p><b>Protecting Property</b></p> <p>Investigate options to flood-proof your business. Where possible, use furniture, floor coverings and fittings made of flood resistant materials and store essential equipment and fittings well above floor level</p> <p>Ensure that stock, plant, equipment, furniture and fittings can be raised and/or removed quickly and easily</p> <p>Keep computer equipment off the floor</p> <p>Investigate the use of flood-proofing devices for your business</p> <p>Identify evacuation priorities and time lines (sequences)</p>	<p><b>Protecting Property</b></p> <p>Check the quantity of stock, plant, equipment, furniture and fittings that would need to be moved</p> <p>Check the availability of staff and resources to move stock, plant, equipment, furniture and fittings as required</p> <p>Ensure any flood-proofing devices are ready for use</p> <p>Relocate chemicals and waste containers well above the maximum flood level</p> <p>Secure any objects that are likely to float</p>	<p><b>Protecting Property</b></p> <p>Install flood-proofing devices, block toilets, sinks and floor drains with sandbags</p> <p>Relocate chemicals and waste containers well above the maximum flood level</p> <p>Secure any objects that are likely to float</p> <p>Mobilise staff and resources to move stock, plant, equipment, furniture and fittings</p> <p>Move as much stock, plant, equipment, furniture and fittings as practical above the likely flood level</p>	<p><b>Protecting Property</b></p> <p>Remove debris and clean, repair and disinfect premises</p> <p>Replace essential plant, equipment and stock as soon as possible with flood-resistant products</p> <p>Replace lost furniture, floor coverings and fittings with more flood resistant products</p> <p>Salvage, clean and dry as much as possible</p>
<p><b>Protecting Profits</b></p> <p>Identify an alternative business location and have call diversion arrangements to allow the continuation of business operations off-site</p> <p>Have alternative supply arrangements</p> <p>Have reciprocal help agreements with similar businesses in areas that are unlikely to flood at the same time</p> <p>Have strategies for re-stocking</p> <p>Identify ways to win back customers</p> <p>Identify critical functions to be maintained during and after flooding eg. payroll</p> <p>Backup important computer files each time they are updated and store those backups off-site and out of the floodplain</p> <p>Store critical archival paper-based records off-site and out of the floodplain</p>	<p><b>Protecting Profits</b></p> <p>Ensure you can communicate (e.g. by call diversion) with customers and suppliers during a flood</p> <p>Maintain critical business functions e.g. payroll</p> <p>Contact any business with which you have a reciprocal help agreement</p> <p>Check your ability to re-stock &amp; re-staff</p> <p>Back up important computer files and take these off-site and out of the floodplain</p> <p>Copy critical paper-based records and take these off-site and out of the floodplain</p>	<p><b>Protecting Profits</b></p> <p>Maintain critical business functions e.g. payroll</p> <p>Postpone supply deliveries</p> <p>Divert business calls to an alternative phone</p> <p>Notify customers or clients of alternative business arrangement if necessary</p> <p>If practical, make arrangements to temporarily continue business operation from other premises</p> <p>Take computers, cash and critical records to a flood-free location</p>	<p><b>Protecting Profits</b></p> <p>Notify customers or clients as soon as you resume trading</p> <p>Maintain critical business functions e.g. payroll</p> <p>Re-stock and increase staff if your business will be critical to the communities flood recovery work</p> <p>Implement any reciprocal help arrangements</p> <p>Implement incentives to stimulate trade if you experience a down-turn</p> <p>Restore critical records, cash, computer equipment and files</p> <p>Evaluate storage procedures after flood event</p>
<p><b>OUR TRIGGER FOR EVACUATION IS:</b></p>			

**Being FloodSafe is your best insurance**

Go online: [www.ses.nsw.gov.au](http://www.ses.nsw.gov.au)  
to create your FloodSafe Plan

