

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 floodplain
- 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 re-stocking and staffing
- Identify an alternative business location
- Identify critical business functions that must be maintained e.g. payroll

WHEN A FLASH FLOOD IS LIKELY

NOTE: Be aware that the first warning you get could be intense rainfall or rising floodwaters.

- Be alert and keep your eye on the weather
- Check that you have spare batteries for your portable radio
- Keep listening to the local radio station for information such as a severe weather warning or severe storm warning
- Check that your emergency kit is ready to use

PROTECTING PEOPLE

- Tell staff, of the likelihood of a flood and of the need to stay in the building if flooding occurs
- Tell staff that are away from the premises to shelter in a safe location away from the floodplain

PROTECTING PROPERTY

- Raise stock, records and equipment e.g by stacking them on benches and tables
- Secure objects that are likely to float and cause damage
- Check that flood proofing devices are working and have them ready to be installed
- Re-locate waste containers, chemicals and poisons well above floor level

PROTECTING PROFITS

- Check if neighbouring businesses need help
- Contact any business with which you have a reciprocal help agreement
- Check your ability to re-stock and re-equip in the event of flood losses
- Backup important computer files and keep these with you
- Copy critical records and keep these with you e.g. in a folder
- Maintain critical business functions e.g. payroll

REMEMBER :
NEVER DRIVE, RIDE OR WALK THROUGH FLOODWATER

DURING A FLASH FLOOD

NOTE: Take actions early when you know flooding is imminent .

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

If an emergency is life threatening call **000**

- Keep radio tuned to your local radio station for further information and advice
- Stay inside your building with other staff
- Follow advice of emergency services

PROTECTING PEOPLE

- 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 and added risks of manual handling and working in darkness
- If you are asked to evacuate, leave before floodwaters arrive and shelter at an appropriate place on higher ground away from creeks and drains
- Never drive, ride or walk through floodwater

PROTECTING PROPERTY

- Continue to secure items that are likely to float and cause damage
- Continue to raise stock, records and equipment
- Install any available flood proofing devices
- Continue to re-locate chemicals and waste containers well above floor level and above the maximum flood level.
- If you are asked to evacuate turn off electricity, gas and water where they enter the premises and lock the building, and notify security

PROTECTING PROFITS

- If you are asked to evacuate take computers, cash and critical records with you to a flood free location
- Divert business calls to an alternative telephone
- Maintain critical business functions e.g. payroll

AFTER A FLASH FLOOD

- Do not leave your building until floodwaters have receded
- If you have been evacuated, keep your radio tuned to the local radio station and do not return to your premises until advised it is safe by emergency services
- 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 flood damaged part of 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 damage

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
- Re-stock and staff business to quickly resume trading after the flood
- Implement incentives to stimulate trade if you experience a downturn
- Maintain critical business functions e.g. payroll