

# 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 FLASH FLOOD IS LIKELY	DURING A FLASH FLOOD	AFTER A FLASH 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.vic.gov.au">www.ses.vic.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, 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 response 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: the first warning you get could be intense rainfall, rising floodwater or a Severe Weather Warning</p> <p>Locate and activate your Business FloodSafe Plan</p> <p>If safe to do so, evacuate early before flooding occurs</p> <p>Tell staff, guests or contractors of the Flood Watch or Severe Weather Warning and of the need to stay in the building if trapped by flooding</p> <p>Tell staff that are away from the premises to shelter in a safe location away from the floodplain</p> <p>Listen to the local radio station for information, updates and advice</p> <p>Be alert, keep an eye on the weather</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 neighbouring businesses are aware of the Flood Watch or Severe Weather Warning</p>	<p><b>Protecting People</b></p> <p>If safe to do so, stay inside your building with your staff and any onsite customers. Shelter in the highest part of your building</p> <p>Keep in contact with staff and keep them updated on the situation</p> <p>Tell staff that are away from your business not to return until floodwater has receded</p> <p>Remind staff of OH&amp;S procedures and added risks</p> <p>Keep listening to the local radio station for information, updates and advice</p> <p>Follow advice of emergency services</p> <p>If you are asked to evacuate by emergency services, leave immediately and shelter at an appropriate place on higher ground</p> <p>If you are asked to evacuate take your Emergency Kit and turn off electricity, gas and water at the mains. Lock the premises and notify security</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>Leave only once floodwater have receded</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>Restock your Emergency Kit</p> <p>Have utilities professionally checked</p> <p>Review your flood actions and revise your Business FloodSafe Plan</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><b>Protecting Property</b></p> <p>Mobilise resources to move stock, plant, equipment, furniture and fittings above the likely flood level</p> <p>Check and install any available flood-proofing devices</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>Move as much stock, plant, equipment and furniture as possible</p>	<p><b>Protecting Property</b></p> <p>There may be limited opportunity to protect property once flash flooding occurs. Priority must be given to ensuring the safety of staff and customers.</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</p> <p>Contact businesses with which you have a reciprocal help agreement</p> <p>Check your ability to re-stock and 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 you are asked to evacuate, take computers, cash and critical records to a flood-free location</p> <p>If evacuating take important records and files</p>	<p><b>Protecting Profits</b></p> <p>Notify customers or clients as soon as you resume trading</p> <p>Implement any reciprocal help arrangements</p> <p>Implement incentives to stimulate trade if you experience a down-turn</p> <p>Re-stock and increase staff if your business will be critical to the communities flood recovery work</p> <p>Maintain critical business functions e.g. payroll</p> <p>Restore critical records, cash, computer equipment and files</p> <p>Evaluate storage procedures after flood event</p>

**Being FloodSafe is your best insurance**



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

