

Business Name	
Business Contact Person	
Address	
Telephone Number	
This copy to be kept at	

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Actions and Triggers

NOW AND/OR ALWAYS						
TRIGGERS						
• Actions that can be done immediately and maintained to reduce the potential impact of flooding on your business • •						
ACTIONS		HOW DO I?				
Action		How to do it	Who will do it	What you will need	Est. time needed	Completed (✓)
Create, update and review a Business FloodSafe Plan using the Business FloodSafe Toolkit (www.ses.nsw.gov.au)						
Prepare an Emergency Kit which includes a battery powered radio, spare batteries, torch, first aid kit, emergency contacts numbers, a copy of your Business FloodSafe Plan and any other emergency items relevant to your business						
Display your Business FloodSafe Plan and 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						
Inform staff of the risks that flooding can pose to them and to the business						
Ensure OH&S procedures cover specific flood risks for your business						
Encourage staff to participate in the development and implementation of the Business FloodSafe Plan						

ACTIONS	HOW DO I?				
	Action	How to do it	Who will do it	What you will need	Est. time needed
	Incorporate flood awareness in staff induction training				Completed (✓)
	Train staff in flood response procedures				
	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				
	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				
	Ensure that stock, plant, equipment, furniture and fittings can be raised and/or removed quickly and easily				
	Keep computer equipment off the floor				
	Investigate the use of flood-proofing devices for your business				
	Identify evacuation priorities and time lines (sequences)				
	Identify an alternative business location and have call diversion arrangements to allow the continuation of business operations off-site				
	Have alternative supply arrangements				

ACTIONS	HOW DO I?					Completed (✓)
Action	How to do it	Who will do it	What you will need	Est. time needed		
Have reciprocal help agreements with similar businesses in areas that are unlikely to flood at the same time						
Have strategies for re-stocking						
Identify ways to win back customers						
Identify critical functions to be maintained during and after flooding eg. payroll						
Backup important computer files each time they are updated and store those backups off-site and out of the floodplain						
Store critical archival paper-based records off-site and out of the floodplain						

Actions and Triggers

WHEN FLOODING IS LIKELY						
TRIGGERS						
• The BoM issuing a Flood Watch • The BoM issuing a Severe Weather Warning or Severe Thunderstorm Warning indicating a likelihood of flash flooding • Heavy rainfall. • •						
ACTIONS		HOW TO DO				
Action		How to do it	Who will do it	What you will need	Est. time needed	Completed (✓)
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						
Locate and activate your Business FloodSafe Plan						
Tell staff, guests or contractors of the Flood Watch or Severe Weather Warning						
Check that your Emergency Kit is ready for use						
Check that you have spare batteries for your portable radio and torch						
Ensure staff know local evacuation routes and flood heights when these could close						

ACTIONS	HOW TO DO				
Action	How to do it	Who will do it	What you will need	Est. time needed	Completed (✓)
Listen to the local radio station for information, updates and advice					
Ensure neighbouring businesses are aware of the Flood Watch or Severe Weather Warning					
Check the quantity of stock, plant, equipment, furniture and fittings that would need to be moved					
Check the availability of staff and resources to move stock, plant, equipment, furniture and fittings as required					
Ensure any flood-proofing devices are ready for use					
Relocate chemicals and waste containers well above the maximum flood level					
Secure any objects that are likely to float					
Ensure you can communicate (e.g. by call diversion) with customers and suppliers during a flood					
Maintain critical business functions e.g. payroll					
Contact any business with which you have a reciprocal help agreement					
Check your ability to re-stock & re-staff					

ACTIONS	HOW TO DO					Completed (✓)
	Action	How to do it	Who will do it	What you will need	Est. time needed	
	Back up important computer files and take these off-site and out of the floodplain					
	Copy critical paper-based records and take these off-site and out of the floodplain					

Actions and Triggers

DURING A FLOOD						
TRIGGERS						
- The BoM issuing a Flood Warning - The BoM issuing a Severe Weather Warning or Severe Thunderstorm Warning indicating a likelihood of flash flooding - Announcements through your local media.						
ACTIONS		HOW TO DO				
Action	How to do it	Who will do it	What you will need	Est. time needed	Completed (✓)	
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						
Your Emergency Kit can be used to store items that need to be removed						
Remind employees of OH&S procedures						
Keep listening to the local radio station for information, updates and advice						
Evacuate all employees and customers, via safe evacuation routes, before the premises are affected by flooding. Be aware that evacuation routes may close early						

ACTIONS	HOW TO DO				
Action	How to do it	Who will do it	What you will need	Est. time needed	Completed (✓)
When evacuating, take your Emergency Kit and turn off electricity, gas and water at the mains. Lock the premises and notify security					
Keep in contact with staff and keep them updated on the situation					
Never drive, ride or walk through floodwater					
Install flood-proofing devices, block toilets, sinks and floor drains with sandbags					
Relocate chemicals and waste containers well above the maximum flood level					
Secure any objects that are likely to float					
Mobilise staff and resources to move stock, plant, equipment, furniture and fittings					
Move as much stock, plant, equipment, furniture and fittings as practical above the likely flood level					
Maintain critical business functions e.g. payroll					
Postpone supply deliveries					
Divert business calls to an alternative phone					

Actions and Triggers

AFTER A FLOOD

TRIGGERS

- The BoM issuing a Final Flood Warning
- The SES issuing an All Clear message.
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ACTIONS	HOW TO DO					
Action	How to do it	Who will do it	What you will need	Est. time needed	Completed (✓)	
Never drive, ride or walk through floodwater						
Keep listening to the local radio station for information, updates and advice						
Before re-occupying the premises undertake an OH&S risk assessment						
Check with SES before allowing people back onto the site						
Wear protective clothing including enclosed, waterproof, puncture-resistant gloves, sturdy shoes and long pants						
Ensure you wash properly after cleaning flood damaged premises						
Review your flood actions & revise your Business FloodSafe Plan						
Have utilities professionally checked						

ACTIONS	HOW TO DO					
Action	How to do it	Who will do it	What you will need	Est. time needed	Completed (✓)	
Remove debris and clean, repair and disinfect premises						
Replace essential plant, equipment and stock as soon as possible with flood-resistant products						
Replace lost furniture, floor coverings and fittings with more flood resistant products						
Salvage, clean and dry as much as possible						
Notify customers or clients as soon as you resume trading						
Maintain critical business functions e.g. payroll						
Re-stock and increase staff if your business will be critical to the communities flood recovery work						
Implement any reciprocal help arrangements						
Implement incentives to stimulate trade if you experience a down turn						
Restore critical records, cash, computer equipment and files						
Evaluate storage procedures after flood event						

Employees Emergency Contacts

Name	Position	Emergency Number	Alternative Number

Emergency Contacts

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Plan Review

Carry out a review of your Business FloodSafe Plan, at least annually and when circumstances change, to make sure it works like it is supposed to and to account for any change in risks.

Record the details of the review in the table below.