

Flood Planning for your Business

This is a guide only, designed to assist you in the key areas of flood planning and to create minimise the effect of flood on your business.

If you are already experiencing some flood damage on a regular basis (every couple of years or so) you may benefit from looking at some of the documentation on [Flood-Proofing](#) or talking to the SES or local council in your region.

Each business is different and things such as number of employees, type of business, location, size of location, type of plant and equipment must be taken into consideration. With this in mind if you look at your existing business, policies and procedures, staffing and existing emergency plans then consider if you have planned appropriately in the event of a flood.

Things that you may want to consider are:

- *Security procedures - Who is responsible for locking windows, doors and setting the alarm. Would this person be available to do this task in the event of an emergency evacuation. Perhaps another person (or people, in the event that staff work various shifts) should be allocated this responsibility in the event of an emergency.*
- *Insurance policies - Are you insured for flood damage, business interruption and lost revenue?*
- *Contingency Plans – Are you able to negotiate a reciprocal (or other) deal so that you can continue to run your business temporarily should your premises be effected by flood or other disaster.*
- *Hazardous materials plan - You must ensure that chemicals, oils and other substances in your possession are kept safe and do not contaminate flood water. Who is responsible for securing these materials safely, either moving them to a higher place or water-proofing them? Remember garbage may also be included in hazardous materials.*
- *Occupational Health & Safety for Employees – Do you have emergency evacuation procedures included in staff information/orientation packs. Does each job description include emergency warden duties including flood procedures.*
- *Warning Systems - Do you have a warning system to alert staff?. Do staff understand the alert signals? Does everyone understand the Emergency Plan? Is this warning system checked regularly?*

Legislative Requirements

- Occupational health and safety regulations
- Environmental regulations
- Local Government regulations

Important contacts

- Make a list of important telephone numbers, including contacts for gas, electricity, water and telephone providers.

Staff

- Make a list of employees' contact details in the event of an evacuation. This might include mobile telephone numbers, or numbers for their home or the home of a friend or relative.
- Think about staff who may need special assistance in the event of a flood (e.g. elderly, deaf, blind etc.)

Key locations

- Know the location of cut-off points for gas, electricity and water. Ideally, these should be marked on a map that is stored with your flood plan.
- Know the location of chemicals, oils or other materials that could be dangerous or contaminate flood water. These should be stored safe from floods and other damage.

Protective actions

- Note key stock, equipment and possessions that may need special protection from flood waters.
- Consider things you may need during or after a flood (i.e. sandbags, plastic sheeting, loudspeaker etc.)
- See if it's possible to move key operations, such as shipping and receiving or customer services, to another building.

Suppliers and external links

- Identify products and services you won't need in the event of a flood, or which suppliers may not be able to provide. Make back-up plans or arrangements for short-notice cancellation of deliveries.
- Consider contracting in advance with companies whose help you may need after a flood. This avoids the frustration of finding help in an emergency, and puts you in a better position to negotiate costs.
- Identify people who can help you before, during and after a flood.

BUSINESS FLOOD PLAN

Date: _____

Company name _____

Registered address _____

_____ Postcode _____

General contact list

	Company name	Contact name	Telephone	Mobile
State Emergency Service	General Contact No.: Emergency 24 hour contact:			
Electricity provider				
Gas provider				
Water company				
Telephone provider				
Local public transport				
Local council emergency services				
Insurance company				
Insurance agent				

Alternate office premises, contact details

Office / branch	Telephone	Fax	Address

Staff

Staff contact list - please continue on a separate sheet if necessary

Name	Job title	Home telephone & address	Mobile	Emergency contact	Emergency telephone & address

Note staff who may require assistance in the event of a flood.

Special needs staff member	Office location	Volunteer aide/s

Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

Answer the following if applicable

Hazardous material	Description of location	How to protect from a flood (i.e. move, cover, tie down)
Chemicals (including cleaning products)		
Oil based products (gasoline, oil, cooking oil etc.)		
Other contaminants (i.e. asbestos insulation, lead-based paint)		

Protective actions

Identify stock, equipment and possessions that may need special protective measures, and describe the actions you will take to prevent their damage in the event of a flood. We have suggested items and ways to protect them, but make sure you follow through on your plans. For example, if you say you will move an item to a safer location, then do it!

Please continue on a separate sheet if necessary.

Items to consider

Computers	In-store stock	Chairs / stools	Computer files
Machinery	Warehouse stock	Tables / heavy furniture	Staff files
Vehicles	Fittings	Soft furnishings	Paper files
Electrical	Movable goods	Food	Databases

Ways to protect items

- Make a copy and store in safe location
- Raise above ground level
- Buy flood protection products
- Buy new flood-resistant item
- Move to safer location

Valuable item	Protective action	New location (if applicable)	Done

Valuable item	Protective action	New location (if applicable)	Done

Note basic building materials required. If materials are not needed, leave the relevant section blank.

Materials	Used for	Items to protect / where to use	Storage Location	Done
Sand & sand bags (unfilled), shovel	Creating flood barriers (used with plastic sheeting)			
Tools - hammer, nails, saw	Boarding up doors, windows and openings, creating shelves			
Wood - plywood, blocks of wood	Boarding up doors, windows and openings, creating shelves			
Sturdy plastic sheeting	Sandbag barriers, pulling up around furniture and appliances			
Plastic bags	Putting around legs of tables and chairs			
Pallets	Raising stored stock above flood level			
Emergency power generator	Maintaining function of air conditioning units (can help dry out a building), running fridges & freezers			

Note options for moving key operations to another site in the event of a flood. If you are a small business and relocation is not an option, leave this section blank.

Function	Temporary relocation	Telephone	Fax
Shipping & receiving			
Production			
Customer services			
Payroll			
Information support systems			

Suppliers and external links

Identify back-up plans for disruption of deliveries, or arrangements for short-notice cancellation with suppliers. Suggested back-up arrangements are listed below. Make sure that you follow through on your plans. For example, if you say you will use an alternate delivery address, make sure you provide that delivery address to your supplier in advance.

Please continue on a separate sheet if necessary.

Possible contingency plans

- (1) Contact supplier immediately on evacuation
- (2) Use alternate supplier
- (3) Use alternate delivery address
- (4) Individual terms detailed in separate document (attach document to this plan)

Supplier	Contingency plan	1) Supplier contact & telephone	2) Alternate supplier contact & telephone	3) New delivery address	4) Own agreement (attached)

List companies whose help you may need after a flood. Make sure that you follow through on your plans, and get contracts in place, or know who to call for assistance. If help is not needed, you can leave this section blank. If you contract in advance, attach the contract to this flood plan.

Flood service company	Company name	Contact	Telephone / mobile	Contract agreed
Hazardous materials response team				
Security services				
Water pumping services				
Suppliers of emergency power / equipment				
Equipment repair				
Earthmoving or engineering				

Identify people who can help you before, during and after a flood, and what they can do. We have suggested ways they might be able to help, but you'll need to discuss this with them.

Please continue on a separate sheet if necessary.

Ways people can help

- Assistance with installing flood products
- Assistance with evacuation transport
- Able to use their property for shelter
- Able to use their property as assembly point
- Provision of emergency storage
- Provision of emergency supplies or medical support

Relationship	Name	Contact details	How they can help	Help agreed
Neighbour				
Neighbour				
Volunteer				
Volunteer				
Other				