



Business Flood Plan

Insert business details

Creating your Business Flood Plan

During flood events the SES and other emergency services are in great demand and must prioritise calls for assistance, so rather than rely on the emergency services for help it is important that you are ready and prepared for a flood.

Take steps to prepare yourself and your business for a flood event by creating a Business Flood Plan using the template below. Early preparation will help lower the risk of flooding to your business, protect life and property and will help your business recover more quickly after a flood event.

Actions to reduce the impact of flooding

- Actions that can minimise the impacts of flooding on your business need to be identified. The template provides you with a list of example actions that could be included in your Business Flood Plan, however edit the plan to better suit your business needs. You may find some of the actions in the template are not applicable to you, therefore remove them, or there are other actions you feel you need to undertake that are relevant to your business.
- Once you have identified the action to reduce the impact of flooding on your business you can then customise your plan with as much detail as you need in the 'How to do it' section for each action, examples have been provided to assist you with this. Amend the information to ensure it is applicable to your business.
- Include action numbers i.e. 1.1 Know the flood risks to your business; this will make it easier when referring to your plan, especially if communicating over the phone with other employees.
- Ideally minimise the number of actions to carry out when flooding is likely or occurring due to potential limited time constraints.

Team support

When creating your plan consider who will coordinate the action and discuss this with your team. Some businesses have found that establishing a Flood Safety Team or a role such as a Flood Safety Officer as part of an existing role in the business has helped to support flood planning activities and the development of the plan. If you do this, remember to add the name or role to the plan and the date this occurred. This is one of the actions you will take to be better prepared.

Tips to manage your plan

- Involve as many of your employees as possible in the creation and management of the plan to build ownership and understanding. This can help to increase employees' performance when a flood does occur.
- Include other documents with your plan such as, an evacuation and assembly map, your list and/or map of where items can be moved to, VICSES 'Sandbagging' flyer and map of where to place sandbags, lifting techniques etc.
- Review your Business Flood Plan with your employees when necessary to ensure it is accurate, it accounts for changes in building design and layout, employees responsibilities, business activities, improvements, lessons learnt after flooding and changes on the floodplain.

Additional resources

- For further information and support for your business continuity please check out the Business Victoria website www.business.vic.gov.au.
- For additional resources that support the development of your Business Flood Plan template go to www.ses.vic.gov.au.

FLOOD PLAN

Company Name:

Address:

PREPARE

- **The following actions can reduce the impact of flooding on your business**

Actions to prepare for a flood event (examples)	How to do it (examples)	Who will do this
1.1 Know the flood risks to your business	<p>Contact:</p> <ul style="list-style-type: none"> ▸ Your local Catchment Management Authority (CMA) about any known flood risk to your property. ▸ VICSES who may be able to share their local knowledge and experiences of flooding and for support with creating your plan. ▸ Neighbouring businesses in your area to see if they have been affected by flooding and the measures they have taken to protect themselves. <p>Check if there is a Local Flood Guide at www.ses.vic.gov.au for your community as this could contain important information for you.</p>	
1.2 Check your insurance policy	<ul style="list-style-type: none"> ▸ Check online or contact an insurance broker to make sure your current insurance policy adequately protects your business. ▸ If you do not have insurance it is strongly recommended that you get cover. 	
1.3 Incorporate flood awareness in staff induction training	<ul style="list-style-type: none"> ▸ Provide access to your Flood Plan and procedures. ▸ Identify and explain important features of the plan and flood risks in your area. ▸ Undertake training on flood procedures with staff. 	
1.4 Provide information on proper lifting techniques	<ul style="list-style-type: none"> ▸ Provide information on correct lifting techniques to staff at time of induction. 	
1.5 Ensure OH&S procedures cover specific risks associated with floods	<ul style="list-style-type: none"> ▸ Develop procedures to address the potential hazards. ▸ Conduct regular OH&S reviews as part of flood readiness. 	
1.6 Prepare and maintain up to date lists of emergency contact numbers	<p>Contact you might like to consider include:</p> <ul style="list-style-type: none"> ▸ Staff. ▸ Staff who have expressed an interest to assist in the event of a flood. ▸ Tenants. ▸ Critical suppliers and trades. 	
1.7 Identify evacuation routes	<p>Identify evacuation routes and staff meeting points.</p> <ul style="list-style-type: none"> ▸ Create an evacuation map to display in your premises. ▸ Train staff and complete evacuation drills. ▸ Plan more than one evacuation route in case exits become blocked during a flood. 	

1.8 Prepare and maintain an Emergency Kit	<ul style="list-style-type: none"> ▸ Decide where to keep the Emergency Kit and advise staff where it is stored. Include items such as: <ul style="list-style-type: none"> ▸ Portable radio with spare batteries. ▸ Torch with spare batteries. ▸ First aid kit with supplies. ▸ Emergency contact numbers. ▸ Copy of Flood Plan. 	
1.9 Set up warning notifications	<ul style="list-style-type: none"> ▸ Download the VicEmergency app on your mobile device. Remember to set up Watch Zones when you create an account, so that you receive timely information about predicted or current flood events. ▸ Access the VicEmergency website www.emergency.vic.gov.au. ▸ Access the Bureau of Meteorology (BOM) website www.bom.gov.au/vic/warnings. ▸ Know the frequency of your local emergency broadcaster. 	
1.10 Determine what situations or triggers will prompt your actions	<p>There are certain situations or triggers that should prompt your actions when flooding occurs:</p> <ul style="list-style-type: none"> ▸ The Bureau of Meteorology issues a Flood Watch or Flood Warning. ▸ The Bureau of Meteorology issues a Severe Weather Warning or Severe Thunderstorm Warning indicating a likelihood of flash flooding. ▸ VICSES issues a Flood Bulletin. ▸ Local radio stations broadcast warnings from the BOM. ▸ Heavy rainfall. ▸ VICSES warnings www.ses.vic.gov.au/warnings. ▸ Other – you may either see flooding during an event or have a local flood warning system that alerts you to flooding. <p>TIP: During flash flooding there may be little time to act. You may need to monitor the weather situation and be prepared to activate your Business Flood Plan without a trigger from other services.</p>	
1.11 Complete a property check to identify risks and hazards and stock relocation	<p>Identify and list potential risks for each room in your property and take early steps to prevent the risk in the event of a flood:</p> <ul style="list-style-type: none"> ▸ Electrical hazards. ▸ Secure or permanently relocate hazardous materials to a flood safe location. ▸ Secure or relocate items that pose a flotation risk and identify where you will relocate them to. 	
	<p>Identify and list what stock, plant, equipment, furniture and fittings will be raised or removed during an event or permanently relocate the item to higher ground.</p> <ul style="list-style-type: none"> ▸ Regularly inspect the premises to review list of items to be raised, removed or relocated. ▸ Decide where you will move items to during an event and prepare a site map showing where they will be placed, this should include your vehicles. ▸ Note: Raising items to higher shelves is less time consuming but remember OH&S responsibilities. 	
1.12 Investigate options to flood-proof your business	<ul style="list-style-type: none"> ▸ Where possible, use furniture, floor coverings and fittings made of flood resistant materials and store essential equipment and fittings well above floor level. 	
1.13 Check generators and pumps	<ul style="list-style-type: none"> ▸ Regularly inspect pumps and generators to ensure they are working. 	
1.14 Locate entry points and windows to secure (e.g. sandbagging, boarding)	<ul style="list-style-type: none"> ▸ Locate local stores who supply sandbags, sand, boards and plastic sheeting ▸ Watch the sandbagging training video on the VICSES website. <p>For sandbagging consider:</p> <ul style="list-style-type: none"> ▸ Where you will store them. ▸ What locations will need sandbags and how many, prepare a map to show where they will go. 	

1.15 Check your building for damage	<ul style="list-style-type: none"> ▸ Regularly inspect your building for any signs of water damage or if there are areas that water could enter your property. 	
1.16 Schedule reviews of Flood Plan	<ul style="list-style-type: none"> ▸ Decide how regularly your plan needs to be reviewed i.e. monthly, yearly, every 3 years. ▸ Remember some actions may need to be reviewed more frequently than others. 	
1.17 Backup important computer files	<ul style="list-style-type: none"> ▸ Data may be lost or destroyed during flooding. Consider what data is important to you and your business, and ensure it is saved in a secure location. This could be either on cloud storage or on a USB or hard drive that is placed in a secure location. ▸ Remember regularly back up your computer files. ▸ TIP: If you wish to explore cloud storage options, you can search online or speak to an IT specialist to help you. 	
1.18 Store critical paper based records in a safe location	<ul style="list-style-type: none"> ▸ Store important records in a safe location. If one cannot be found at the property, consider regularly relocating important paper records to be stored offsite. 	

LIKELY / DURING

- If flooding is likely or has impacted you suddenly, the following actions can help to reduce flood damage to your property
- Remember: Never enter floodwater

Actions when flooding is likely or during (examples)	How to do it (examples)	Who will do this
2.1 Activate Flood Plan	<ul style="list-style-type: none"> ▸ Contact and activate staff members who have been identified to assist with the plan actions and ensure they know what to do. ▸ Call or SMS staff and tenants to advise them of warnings and updates. ▸ Advise staff who are not on site to stay away until the flood has receded. 	
2.2 Stay informed	Stay informed and follow advice from: <ul style="list-style-type: none"> ▸ VicEmergency. ▸ BOM. ▸ VICSES. ▸ Local emergency broadcaster. 	
2.3 Raise, move, remove stock, plant, equipment, furniture and fittings (NB – Manual handling and OH&S)	<ul style="list-style-type: none"> ▸ Use your prepared list of what stock, plant, equipment, furniture and fittings are to be raised or removed. ▸ Use your prepared site map to know where you had decided to place the items. ▸ Move vehicles to higher ground if possible. ▸ Move generators and water pumps into position. ▸ Secure items that are likely to float. 	
2.4 Protect your property	<ul style="list-style-type: none"> ▸ Steps to help reduce impacts of flooding include blocking toilets, sinks and floor drains with sandbags in plastic bags. See the 'Sandbagging' flyer and video at www.ses.vic.gov.au. ▸ Cover or wrap items with plastic sheets. ▸ Fill predetermined number of sandbags and place in locations as specified on sandbag location map. 	
2.5 Postpone deliveries and contractors	<ul style="list-style-type: none"> ▸ Contact suppliers and maintenance contractors that are likely to be attending and postpone. 	
2.6 Critical documents and business functions	<ul style="list-style-type: none"> ▸ Back up important computer files and remove printed and electronic copies (i.e. USB's and external hard drives) from the site. ▸ Relocate office equipment (i.e. laptops) to a safe location. 	
2.7 Evacuation	<ul style="list-style-type: none"> ▸ Advise staff of evacuation routes or provide them with the evacuation map. ▸ Monitor the evacuation routes regularly to ensure they are clear. ▸ Ensure employees, tenants and customers have enough time to evacuate safely to a location. ▸ If safe to do so, turn off electricity, gas and water at the mains. ▸ Evacuate safely if an evacuation message is issued and take your Emergency Kit with you. 	

AFTER

- The following actions need to be taken into consideration after a flood event

Actions after a flood event (examples)	How to do it (examples)	Who will do this
3.1 Stay informed and follow advice	<ul style="list-style-type: none"> The Bureau of Meteorology issues a final Flood Warning. The State Emergency Service issues an all clear. Keep your radio tuned to the local emergency broadcaster and listen for updates. Check VicEmergency, BOM and SES websites. 	
3.2 Before entering the premises undertake an OH&S risk assessment	<p>Engage qualified professionals to undertake relevant assessments where required:</p> <ul style="list-style-type: none"> Safety of electricity. Gas supplies and equipment. Water supplies. Structural damage – check windows, walls and roof. <p>Flood waters often contain hidden dangers, these may include but not limited to:</p> <ul style="list-style-type: none"> Contaminants. Floating debris. Slips, trips and falls, particularly with mud and water combined. Venomous spiders and snakes. 	Electrical,
3.3 Test and tag electrical equipment	<ul style="list-style-type: none"> Contact an electrical contractor. List and isolate equipment to be tested. 	Electrical contractor
3.4 Remove and discard sandbags	<ul style="list-style-type: none"> Sandbags that have been contaminated by flood waters must be discarded. Ask your local council how to dispose of them safely. 	
3.5 Clean your premises, if safe to do so	<p>Follow relevant OH&S procedures and engage a qualified professional as required to assist.</p> <ul style="list-style-type: none"> Wear protective clothing including strong boots and gloves and long pants. Remove debris and clean, repair and disinfect the premises. Wash yourself properly after cleaning flood damaged premises. 	
3.6 Replace essential plant, equipment and stock as soon as possible	<ul style="list-style-type: none"> Inspect the site for plant, equipment and stock to be replaced where necessary. Organise insurance claim and loss inspector assessment. 	
3.7 Restore critical records, cash ,computer equipment and files	<ul style="list-style-type: none"> Implement procedures to restore normal business function. 	
3.8 Debrief	<ul style="list-style-type: none"> Schedule a debrief with your staff to discuss what did and didn't go well during your flood response. 	
3.9 Review and update Flood Plan	<ul style="list-style-type: none"> Review and update your Flood Plan where necessary. 	

Staff Contact List

Name	Number	Mobile	Role

Emergency Contact List

Name	Number	Mobile
Ambulance / Police / Fire	000	
SES	132 500	
Electricity / Electrician		
Gas / Plumber		
Water		

For emergency help in floods and storms phone the SES on 132 500