






## Business Flood Action Card

Issue Date: 18<sup>th</sup> April 2018

<p><b>Before</b></p>	<ul style="list-style-type: none"> <li>• Ensure your business has signed up to flood warnings.</li> <li>• If business is transport critical signing up to more than a single flood warning may be prudent.</li> <li>• Develop your flood plan.</li> <li>• Ensure you have insurance.</li> </ul>
<p><b>Flood Alert</b></p>  <p><b>Be prepared</b></p>	<ul style="list-style-type: none"> <li>• Check all the staff contact details are up to date.</li> <li>• Remind yourself of locations for service cut off's e.g. gas, electric and water.</li> <li>• Check that any flood defence equipment is functioning and accessible.</li> <li>• Note key stock, equipment and possessions that may need protection from flood water.</li> </ul>
<p><b>Flood Warning</b></p>  <p><b>Take Action</b></p>	<ul style="list-style-type: none"> <li>• Secure stock, equipment and possessions that need protection from flood water.</li> <li>• Deploy flood defence equipment if available.</li> <li>• Turn off gas, electric and water if safe to do so.</li> <li>• Weigh down toilet seats, sink plugs to prevent sewage backwash.</li> <li>• Consider what equipment you have that could be used to protect your property e.g. plastic sheeting, plywood.</li> <li>• Ensure all staff are aware of evacuation procedures.</li> <li>• Move personal and company vehicles to higher ground.</li> <li>• Check contingency plans with suppliers or clients.</li> <li>• Identify area where staff and or customers can shelter safely in event of being unable to leave the premises with means of escape.</li> </ul>
<p><b>Severe Flood warning</b></p>  <p><b>Risk to life &amp; infrastructure</b></p>	<ul style="list-style-type: none"> <li>• Be ready to evacuate if needed.</li> <li>• Cooperate with emergency services.</li> <li>• Call 999 if you are in immediate danger</li> </ul>
<p><b>Warning no longer in force</b></p>	<ul style="list-style-type: none"> <li>• Only enter building if safe to do so.</li> <li>• Ensure staff are supported, customers and suppliers advised.</li> <li>• Keep detailed records/photograph of incident and damaged equipment/goods etc.</li> <li>• Agree clean up procedures with landlord and insurers.</li> <li>• Move premises to alternative site if appropriate.</li> </ul>

## Useful Telephone Numbers

**Salisbury BID** 01722 658000  
**Salisbury City Council** 01722 342860  
**Flood line** 0345 988 1188  
**EA Incident Line** 0800 80 70 60  
**Wiltshire Council** (*Out of hours, select Highways*) 0300 456 0100

**Gas Emergency** 0800 111 999  
**Electricity Emergency** 0800 052 0400  
**Wessex Water Sewage** 0345 850 5959  
**Emergency Services** 999  
**Police Non-Emergency** 101



ACTION	BEFORE	DURING	AFTER
<p><b>Identify</b></p> <p>Plan resources, contacts and support you could draw on if your business is disrupted</p>	<p>Identify people/sites Formal or informal arrangements and cost implications.</p>	<p>Assess the impact of a flood and how it would affect continuity of operations.</p>	<p>Liaise with your resources re time you may need their assistance.</p>
<p><b>Insurance</b></p> <p>Make sure you are clear about who is responsible for your insurance. You or your landlord.</p>	<p>What insurance do you need? Would mitigation measures reduce premiums? Review level of cover and replacement of machinery.</p>	<p>Notify your insurance company as soon as possible. Arrange for early discussion with loss adjuster.</p>	<p>Agree actions you can proceed with. Keep methodical records of discussions and actions. Written and photographic. Employ a loss adjuster.</p>
<p><b>Finance</b></p> <p>If you have reduced capacity or cannot open bills, they will still need to be paid.</p>	<p>Check your current financial situation and levels of liquidity. Consider your level of risk. Consider insurance as a mitigation tool.</p>	<p>Contact banks and important creditors. Arrange availability of funds to cover immediate costs.</p>	<p>Establish cash flow capabilities as part of critical activities e.g. invoicing. Liaise with insurance about quick settlement.</p>
<p><b>Premises</b></p> <p>Who is responsible for maintenance, repair and insurance?</p>	<p>Adapt premises with flood protection measures. Collate info on site plan, hazardous materials, cut off points for utilities.</p>	<p>Implement flood protection measures. If safe move vehicles to higher ground. Contact landlord.</p>	<p>Move key operations to alternative premises if appropriate. Agree clean up procedure with landlord and insurers.</p>
<p><b>Equipment</b></p> <p>Identify your most critical equipment.</p>	<p>Prioritise equipment protection. Review location of IT equipment. Protect less valuable equipment or relocate if possible.</p>	<p>Move or raise equipment and IT off floors.</p>	<p>Prioritise replacement and repair of critical equipment. Consider upgrade as part of refurbishment.</p>
<p><b>Customers</b></p> <p>Identify those who are your most important.</p>	<p>Regularly review and update customer base with contact details and service level agreements. Keep a copy off site Identify alternative suppliers.</p>	<p>Identify outstanding orders, supplies and delivery of goods. Prioritise key customers. Notify alternative suppliers/contractors if needed.</p>	<p>Inform remainder of customers as appropriate. Notify customers and suppliers if in alternative premises. Consider any opportunity to gain more customers.</p>
<p><b>Communications</b></p> <p>Optimise time and resources.</p>	<p>Identify information sources e.g. Environment Agency, Met Office. Consider a communications strategy - be clear and consistent.</p>	<p>Identify additional sources of information. Inform employees of what to do. Communicate with core customers.</p>	<p>Establish minimal telecoms capacity. Establish minimal IT needs. Provide updated contact details to customers and suppliers. Keep updated.</p>
<p><b>Emergency Grab Bag</b></p> <p>Resources that you would need in the event of a rapid evacuation.</p>	<p>Decide which resources you would need if marooned in your premises. Store an emergency grab bag above flood level. Review and update contents regularly.</p>	<p>Person responsible grabs bag and distributes contents. Business continuity plan activated, and evacuation procedure followed.</p>	<p>Ensure grab bag is replenished. Reflect on what was of use and what not.</p>