



BE PREPARED



Severe storms - is my business ready?

Severe storms are common in Australia and cause hundreds of millions of dollars of damage each year. They can occur anywhere, anytime and they occur more frequently than any other natural hazard including bushfires, cyclones and floods.

How could a severe storm impact my business?



Hail

Hail accounts for almost half the damage caused by severe storms



Wind

Strong localised wind gusts can be of similar intensity to a cyclone



Flash floods

Flash flooding and Storm Water run off can quickly overwhelm drainage systems



Lightning

Lightning strikes can impact up to 16km away from the centre of a storm

Severe storms can impact on your business in the following ways:

- Injury, or serious harm to your staff or customers.
- Damage to buildings; vehicles and other important business assets.
- Property damage, loss of stock and damage to electrical equipment and machinery.
- **Extended power outages may cause the loss of perishables; disrupt communications and business processes as well as preventing the operation of machinery.**
- Impact on staff members' ability to travel to work.

- Suppliers may be unable to deliver goods, which may impact on production schedules.
- Customers and staff may not be able to access your premises for several days due to damage and/or flood impacts.

These impacts can lead to a significant loss of income and affect your business cash flow.

The best way for your business to cope in these circumstances is to have a **plan before severe storms strike**. Time and clear thinking are luxuries in an emergency situation, which is why it is so important to be prepared.

Creating a resilient business

- Familiarise yourself with Council's Local Disaster Management Plan.
- Know how and where to get up-to-date storm warnings.
- Develop a business continuity plan, keep it up to date and stored in a safe, disaster proof location.
- Ensure you have adequate insurance to cover your business for different disaster impacts, e.g. damage to premises, equipment, loss of revenue, etc.
- Ensure you have a current list of emergency contacts including staff and key customer contacts, local police, state emergency, fire and ambulance services. Also, keep a list of recovery contact including insurance and bank details, employees, suppliers and other key contacts.
- Back-up critical data to a portable storage device and secure it in a secure off-site location or use cloud storage.
- Ensure staff are trained in evacuation and first aid procedures if appropriate and are aware of continuity plan arrangements.
- Prepare an emergency kit for when you have to evacuate, including key business documents and the continuity plan, first aid kit, torch, portable radio, spare batteries, plastic bags and water at a minimum.
- Prepare and practice an evacuation plan, considering the local risks e.g. flash flooding of local roads.
- Regularly maintain your premises and infrastructure to help prevent emergencies e.g. maintaining roofing and drainage systems.
- Identify any stock, vehicles and equipment that may need relocating or protecting during an event.
- Plan for the possibility of an extended power outage (e.g. where/how do you source a suitable generator and fuel).

Severe storm readiness checklist

General

Updated your knowledge on what to do in the event of severe storm and ensured staff are also familiar with this?

Business continuity

Developed your business continuity plan, test and update it every six months.

How will you manage your cash flow during this period?

Clearly identify and analyse the possible risks to your business from storm damage.

Identify all useful emergency contacts including, plumbers/electricians, SES, Council, etc. (see Emergency Contact List in this brochure).

Develop regular maintenance and review strategies for your plan.

Store a copy of your business continuity plan off-site in a safe, disaster-proof location.

Stock and equipment

Keep enough stock on hand to supply your business and customers in the event of severe storm damage.

Identify where equipment will be relocated or how it could be protected.

Understand how to manage/dispose of damaged stock e.g. food wastage.

Infrastructure

Trim any tree branches hanging over your roof and cleared your property of any loose items that may blow about.

Clear guttering and downpipes and drainage systems.

Plan for the possibility of an extended power outage e.g. hiring a generator from an equipment hire company?

Insurance

Check whether there is adequate insurance to cover you in the event of a storm?

Contact your insurance company to check if there are any specific preparations you need to make prior to the event?

Business documentation and records

Locate and pack your critical documentation (e.g. insurance, financial, legal and identification documents) in a portable waterproof container.

Backed up your critical data to a portable storage device and stored it in a secure location.

What is a business continuity plan?

One of the most important things a business can do to help survive a natural disaster or major severe weather event is to develop a continuity plan. A good business continuity plan should:

- Identify the key disaster risks to the business
- Detail the Incident Response Plan as a checklist
- Specify the critical recovery steps as a checklist
- Analyse the impact of these risks on the business
- Document the business data security and backup strategy
- List all emergency contacts
- Define the business evacuation plan
- Define the contents and location of the business emergency kit

CoastAlert

Get emergency alerts straight to your phone!



When severe weather is approaching, flood waters are starting to rise or there's another type of disaster on the Sunshine Coast, we know you want to get important alerts as quickly as possible.

That's why we have made it even easier for you to get the information you need, straight to your phone or tablet, with the free CoastAlert notification service.

Simply download the SCC App

from the AppStore or Google Play to receive free emergency alerts.



Emergency Contact Numbers

Key emergency agencies

Police	Tel: 000 (emergency only)
Bureau of Meteorology	Tel: 1300 659 219 www.bom.gov.au
Fire	Tel: 000 (emergency only) www.fire.qld.gov.au
Ambulance	Tel: 000 (emergency only) www.ambulance.qld.gov.au
State Emergency Service (SES)	Tel: 132 500 www.emergency.qld.gov.au
Council*	Tel: (07) 5475 7272
Energex	Tel: 13 19 62 (emergency) 13 62 62 (loss of supply) 13 12 53 (enquiries) www.energex.com.au
Unitywater	Tel: 1300 0 UNITY (1300 086 489) www.unitywater.com
Hospitals	Nambour General: (07) 5470 6600 Caloundra: (07) 5436 8500 Sunshine Coast University Hospital (07) 5202 0000
RACQ	Tel: 131 905 www.racq.com.au

For more emergency contact numbers go to:

<http://disaster.sunshinecoast.qld.gov.au> - Useful Contacts

* At the close of business all council phone numbers are diverted to an after-hours emergency service. There is no need to dial a different number. Where the emergency relates to a council service or infrastructure, the relevant council officers will be advised immediately. All non-urgent council matters will be referred on for action the next working day.

Your business emergency contacts

(please complete)

Insurance	Name: _____ Tel: _____
Electrician	Name: _____ Tel: _____
Plumber	Name: _____ Tel: _____
Building repair and maintenance	Name: _____ Tel: _____
Emergency power supplier	Name: _____ Tel: _____
Equipment/machinery repair	Name: _____ Tel: _____
Key suppliers	Name: _____ Tel: _____
Transport providers	Name: _____ Tel: _____
Offsite storage providers	Name: _____ Tel: _____
Your key clients/business partners:	Name: _____ Tel: _____ Name: _____ Tel: _____ Name: _____ Tel: _____



For current information, fact sheets and disaster information that is updated in real-time including severe weather warnings and road closures go to:

Sunshine Coast Disaster Hub

<http://disaster.sunshinecoast.qld.gov.au>



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