

Step 3. Get your business ready



Part 1 of 3:

Preparing your business

Disasters can approach with little warning and leave your business vulnerable if you aren't prepared.

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Four simple steps could save your business

Initial icon when complete

If not yet complete:

Date for completion and WHO is responsible

<p>1</p>	<p>Develop a Disaster Finance Plan</p> <ul style="list-style-type: none"> When disasters strike the costs of repairs coupled with ever-mounting fixed costs can be staggering Insuring your business is the BEST way to protect your business's future There are several types of insurance to consider, not just disaster protection (e.g. business disruption insurance) Explore insurance options that might suit your business by going online or contacting an insurance broker directly If you cannot get insurance, you need to create financial reserves that would help to cover costs if anything were to happen 	<p>By when:</p> <p>Signed:</p>
<p>2</p>	<p>Back Up All Data on Cloud Server</p> <ul style="list-style-type: none"> Disasters can destroy physical documents and computers within minutes If your data is not backed up on a cloud server, it could mean that you cannot access vital information, like outstanding invoices, critical documents or contacts. Think of all you stand to lose if that data is destroyed Explore cloud storage options online to see which one suits your business needs and back up your data before it's too late 	<p>By when:</p> <p>Signed:</p>
<p>3</p>	<p>Ensure that Fixtures and Stock can be Moved Easily</p> <ul style="list-style-type: none"> Being able to move your fixtures and stock in a hurry can help to save precious time when a disaster is looming Speak with neighbouring businesses about the measures they have in place to move fixtures and stock at speed Explore inventive storage solutions online to see if any suit your business 	<p>By when:</p> <p>Signed:</p>
<p>4</p>	<p>Conduct General Premises Maintenance</p> <ul style="list-style-type: none"> Keep on top of your premises maintenance to ensure it's always ready for disasters Critical tasks: <ul style="list-style-type: none"> - Clear gutters - Check wiring - Fill any structural cracks - Install sprinklers and/or fire extinguishers 	<p>By when:</p> <p>Signed:</p>

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Part 2 of 3:

Prepare your emergency essentials kit

Dealing with a disaster can be a highly emotional and stressful time. It can be hard to think of everything that needs to be done.

Preparing a pack of all essential items ahead of time can help you feel better prepared.

- You will need a **waterproof pack to hold all your documents and a bag big enough to hold this pack and all of your essential business items**
- Store this kit in an **easy-to-access location** within your business
- Ensure that you **store digital copies of all vital documents** in cloud storage also.

To Always be Stored in Emergency Essentials Kit	To be Added to Emergency Essentials Kit on the Day of Disaster
<ul style="list-style-type: none"> Business registration documents Deeds to property Any licences, certificates, awards Insurance agreements Emergency action plan (Step 2 of this tool) Neighbour contact information (Step 5 of this tool) Important contact information (e.g. staff's emergency contacts, suppliers etc.) All key contracts and bank loan documents THIS CHECKLIST 	<ul style="list-style-type: none"> Any cash on site (petty cash, cash in register etc.) Portable electronic devices Other important extras Other important extras Other important extras

Part 3 of 3:

Planning for business continuity

If a disaster impacts your business's ability to function normally that could mean loss of profits and eventually customers. Remember, a disaster can cause significant business disruption via power shortages and road closures. Putting plans in place now for alternate arrangements will help to keep your business operating after disasters.

Plan for Business Continuity <small>Initial icon when complete</small>		If not yet complete: <small>Date for completion and WHO is responsible</small>
1 	Plan an Alternate Operation Location <ul style="list-style-type: none"> If your premises are damaged by disaster you may need to operate in an alternate location Identify other off-site areas where you might operate your business from (e.g. from home) Put measures in place to allow employees to work remotely (e.g. video conferencing) where possible 	By when: Signed:
2 	Plan an Alternate Stock Source <ul style="list-style-type: none"> If a disaster negatively impacts one of your suppliers or the road networks between you, it may mean you're unable to source stock to run your business Explore other supplier options that you could call on if such an upset occurred 	By when: Signed:
3 	Plan Methods to Maintain Customer Relations <ul style="list-style-type: none"> If your business cannot operate in its usual location or even operate at all customers may choose to opt for a different vendor/supplier Making efforts to communicate with customers during this time, reminding them of how much you value them could help to maintain customer loyalty Develop channels of communication now (e.g. social media, email lists) that do not require a face-to-face presence, so that they are possible avenues of communication during and post-disaster 	By when: Signed:
4 	Plan Methods to Keep Staff Engaged <ul style="list-style-type: none"> If your business is severely damaged by a disaster and cannot reopen your staff's livelihoods are at risk Develop plans to keep them engaged (e.g. clean up and building duties) in the rebuild process Ensure they are part of the disaster planning process to create a sense of ownership of the business outcomes Remember: staff may also be affected personally by the disaster and be unable to work/assist the business. Train multiple staff members on all tasks to avoid relying on one person if they are unable to work 	By when: Signed:
5 	Plan for How You Will Safeguard all Other Critical Business Areas <ul style="list-style-type: none"> Think about the other areas of your business that are crucial for it to operate Plan for how you will continue these essential operations if a disaster strikes 	By when: Signed:

Step 4. Be aware



Being aware of the signals of an impending disaster is crucial in knowing when to act and trigger your emergency action plan.

Knowing where to look for these signals can help you decide when to act and ultimately could help save your business.

Connect with relevant disaster services now to stay up to date on disaster information in your area, including disaster preparation events.

Visit the emergency services websites

NSW Rural Fire Service:
www.rfs.nsw.gov.au

NSW State Emergency Service:
www.ses.nsw.gov.au

Fire and Rescue NSW:
www.fire.nsw.gov.au

Bureau of Meteorology:
www.bom.gov.au



You can also find up-to-date disaster information online at: abc.net.au/news/emergency

Find your local radio frequency to tune in and keep informed in the face of disaster: help.abc.net.au/hc/en-us/sections/360000218456-Frequencies

Be aware—know when to act to protect your business!



Go to social media sites for the NSW agencies:



X

[NSW Rural Fire Service](#)
[NSW State Emergency Service](#)
[Fire and Rescue NSW](#)



RSS

[NSW Rural Fire Service](#)
[NSW State Emergency Service](#)
[Fire and Rescue NSW](#)



Facebook

[NSW Rural Fire Service](#)
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[Fire and Rescue NSW](#)



YouTube

[NSW Rural Fire Service](#)
[NSW State Emergency Service](#)
[Fire and Rescue NSW](#)



Step 5. Look out for each other



Share information



Help prepare



Help rebuild



List three neighbouring businesses that will help you and that you will help in an emergency

Contact name

Business/Organisation

Phone number

Contact name

Business/Organisation

Phone number

Contact name

Business/Organisation

Phone number

Build relationships with your business neighbours and make an agreement to help one another in an emergency

- In times of disaster, your community may be isolated. Your local business community may be your best source of support
- Older businesses within the community will often have greater experience of disasters and can provide you with helpful advice in preparing your business
- Similarly, local business chambers and local councils can share information about disasters in the area and help you take steps to prepare and rebuild your business.





Small Business Commissioner

Preparing your business for disaster is simply good business

Get your business disaster ready and download
your FREE preparation toolkit. Visit:

www.smallbusiness.nsw.gov.au/get-ready

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This toolkit has been developed in conjunction with the NSW Department of Planning, Industry and Environment, the NSW Small Business Commissioner and NSW Reconstruction Authority to help you get your business ready for disasters.

GET READY
For disasters