

IN THE WATER LURK INVISIBLE RISKS

LPG FLOOD AND STORM EVENT SAFETY FOR INDUSTRY PROFESSIONALS.

**FLOODS ARE THE MOST COMMON NATURAL DISASTER IN AUSTRALIA.
WE'VE ALL SEEN THE IMPACT THESE EVENTS HAVE ON PEOPLE AND COMMUNITIES.**

Despite this, a lot of people aren't aware of the risks associated with the LPG tanks they have around their home. For them, it's such an ordinary part of their life that they don't remember how dangerous it can be if handled incorrectly.

So what can you do to help both your site and your community prepare for a flood and storm and what can you do to help them recover?



INVISIBLE RISK

For additional information and LP Gas safety resources, visit: gasenergyaus.au/policies.html

QUICK REFERENCE GUIDE

THIS DOCUMENT WILL PROVIDE HELPFUL INFORMATION ON GAS SAFETY DURING FLOOD AND STORM EVENTS. HOWEVER, IF YOU'RE SHORT ON TIME FOLLOW THIS SHORT CHECKLIST.

BEFORE

- Make sure your site has a Flood Mitigation Plan, an Emergency Response Plan and a Business Continuity Plan. Test plans by undertaking drills for flood or storm events.
- Secure and isolate as much as you can on site before helping the community.
- Make sure that customer cylinder installation is compliant.
- Make sure that any LPG tanks are secured to a fixed structure.

DURING

- Monitor the situation and start preparing your post-flood recovery plan.
- Ensure your customer service teams are informed, appropriately resourced and have relevant flood and storm event advice ready.
- Notify customers about what they can do to keep themselves and their communities safe.
- Advise customers on what to do if they encounter a gas leak.

AFTER

- Proactively contact customers in the area (especially commercial).
- Make sure gas fitters have ordered additional pigtails and regulators.
- Make sure drivers understand and are prepared to follow company procedures.
- Implement the required emergency response. If needed, call 000.

BEFORE

WHEN YOU ARE WARNED OF POTENTIAL FLOOD AND STORM YOUR FIRST PRIORITY IS TO PREPARE. SECURE YOUR TERMINAL BEFORE HELPING THE COMMUNITY.

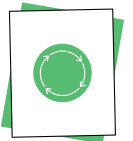
MAKE SURE YOUR SITE HAS THE FOLLOWING:



1 **FLOOD MITIGATION PLAN**



2 **EMERGENCY RESPONSE PLAN**



3 **BUSINESS CONTINUITY PLAN**

FOR YOUR SITE

If you're in a storm and flood-prone area, your first priority is to make your terminal safe. It's a good idea to make sure the following three things are in place and that your team is well versed in what to do with them.

- A **flood mitigation plan** will identify ways that you can prepare for, respond to, reduce damage from and recover from a flood and storm event.
- An **emergency response plan** is a written set of instructions that outlines what workers should do in an emergency. It will apply to any emergency but should consider what to do in the event of a flood and storm.
- **Business continuity planning** helps your business respond to unexpected events and situations which can interrupt your operations. It helps you identify, prevent or reduce risks that are out of your control as well as respond and recover if an incident or crisis occurs.
- Test plans by undertaking drills for flood and storm events.

This response is similar to how consumers should prepare:

Secure as much as you can. Isolate as much as you can (paying special attention to pumps, motors and the power supply).

FOR THE COMMUNITY

You should only take additional action to support your community once you've secured your site.

- Make sure all the cylinders you install are fully compliant. This includes checking back on refillable tanks as sometimes customers make changes to their property that results in the tank installation no longer being compliant.
- Encourage all customers to secure their tanks to a fixed structure. This will usually be the side of their house.

DURING

WHEN A FLOOD AND STORM OCCURS YOUR FIRST PRIORITY IS TO STAY SAFE.



MONITOR

Monitor events as they occur and be prepared to adapt your response accordingly.



INFORM

You'll almost certainly see an increase in customer requests. Ensure your customer service teams are informed, appropriately resourced and have relevant flood and storm event advice ready.



STAY SAFE

Don't enter the flood zone. Monitor the situation and start preparing your post-flood recovery plan.



NOTIFY

Regularly notify customers about actions they can take to keep themselves and their communities safe.



ADVISE

Advise customers on what to do if there's a gas leak.

AFTER

ONCE THE WORST OF THE FLOOD AND STORM HAS PASSED, YOU'LL NEED TO IMPLEMENT YOUR RESPONSE PLAN.

GAS FITTERS ASSESS ANY LOST TANKS AND IMPLEMENT PROCESS.



- 1 MAKE IT SAFE**
Isolate and shut the valve if you can.



- 2 ISOLATE**
Make sure there are no ignition sources in the area. Keep clear and wait for emergency services to come.



- 3 TURN OFF**
Any electrical appliances.

FOR YOUR SITE

- Implement the required emergency response based on your ERP.

FOR THE COMMUNITY

- Reach out to customers who may have been affected by the event. This will help identify those most in need but will also help you track the number of tanks that have been lost during the flood and storm event.
- Gas fitters should make sure they order additional pigtails and regulators to cope with the increased demand.
- Make sure that drivers understand and are prepared to follow company procedures.
- If you have any doubts, call 000 and wait for emergency services to arrive.

RECOVERING LOST CYLINDERS

IN THE AFTERMATH OF A FLOOD AND STORM, THERE ARE LIKELY TO BE A SIGNIFICANT NUMBER OF LOST TANKS. WHEN THESE ARE FOUND, GAS FITTERS WILL NEED TO ASSESS THEM AND IMPLEMENT THE FOLLOWING PROCESS:



NO IGNITION

Make sure there are no ignition sources in the area.



TURN OFF

Turn off the gas if it is safe to do so.



KEEP UPRIGHT

Stand the cylinder upright if safe to do so.



KEEP CLEAR

Keep clear and wait for emergency services to arrive.