

# Business emergency checklist

**Taking steps to prepare for a potential disaster can help minimise the impact on your business, protect critical information and support a faster recovery**

## Emergency planning and responsibilities

Nominate an emergency coordinator and backup contact.

Define evacuation triggers (e.g. official evacuation order, severe weather warning, road closures, power failure).

Determine who has authority to close the business. Review and update this checklist annually before bushfire, cyclone, or storm season.

Ensure all staff understand emergency procedures and evacuation routes.

Maintain an up-to-date emergency contact list for staff, contractors, suppliers, and key stakeholders.

## Emergency contacts and information

Confirm emergency evacuation routes, evacuation centres, and emergency contact details for:

[State Emergency Service \(SES\)](#):

(ses-wa.asn.au/the-ses) 132 500

[Department of Fire and Emergency Services](#)

(DFES): (dfes.wa.gov.au) 133 337

Police/Fire/Ambulance Emergency: 000

Local council

[Department of Main Roads WA](#):

(mainroads.wa.gov.au) 138 138

Utility providers (electricity, gas, water, internet)

Building owner/property manager

Technician, IT support

## Monitor official warnings and updates from:

[Emergency WA](#) emergency.wa.gov.au

[Bureau of Meteorology \(BOM\)](#) bom.gov.au

## Additional preparedness actions

Enable emergency alerts on staff mobile phones.

Keep a battery-powered radio available in case internet or mobile services fail.

Download the [Emergency+ app](#)

(emergencyplus.com.au) to assist emergency services with GPS location identification.

## Critical documents and digital backups

Back up all critical business documents to a secure cloud-based system including:

Insurance policies.

Lease agreements.

Updated stock lists.

Registrations and licences.

Staff contact lists.

Customer databases.

Supplier lists.

Price lists and product information.

Order books/logs.

Banking and payment details.

Personal identification documents (e.g. driver's licence, passport).

## Additional actions

Print two hard copies of essential documents where practical.

Keep one copy on-site and another at a separate secure location.

Store passwords securely using a password manager.

Enable multi-factor authentication on key systems.

Keep an encrypted USB backup of critical files.

Record serial numbers and photographs of major equipment.

Test backups regularly to ensure files can be restored.

## Financial preparedness

Withdraw emergency cash in case EFTPOS or banking systems are unavailable.

Confirm access to emergency funds or credit facilities.

Prepare manual receipt books or invoicing processes if systems fail.

Review supplier payment arrangements for emergency situations.

## Staff and customer safety

- Ensure all staff contact details are current.
- Maintain at least two contact methods for each staff member (e.g. mobile and email).
- Identify any staff members who may require assistance during an evacuation.
- Establish a staff check-in procedure following an emergency event.
- Identify first aid officers and emergency wardens.
- Confirm procedures for notifying and evacuating customers, guests, or visitors safely.
- Prepare remote work arrangements where possible.

## Insurance

- Understand what the business is covered for (e.g. bushfire, flood, storm, cyclone, business interruption).
- Review policy conditions carefully to ensure compliance with requirements.
- Record policy numbers and insurer emergency claim contact details.
- Understand claim notification requirements and timeframes.
- Confirm whether temporary relocation costs are covered.

### To support future insurance claims take dated photos or videos of:

- Premises and equipment.
- Current stock levels.
- Perishable or high-value items.
- Vehicles and machinery.
- Protective measures implemented (e.g. sandbags, boarded windows).

## Securing the property

- Secure or remove any outdoor items that could become airborne during strong winds.
- Tie down or secure sheds, signage, furniture, bins, and loose equipment.
- Move stock and valuable equipment off the floor where flooding may occur.
- Cover or waterproof critical equipment where practical.

- Unplug electrical equipment.
- Shut off gas, electricity, and water supplies if required and safe to do so.
- Lock away or secure flammable or dangerous goods (e.g. fuel, chemicals, pesticides).
- Protect IT systems and servers.
- Fuel vehicles and generators.
- Test generators before the emergency season.
- Fill water storage facilities where appropriate.
- Charge all devices, including mobiles, laptops, tablets, radios, and power banks.
- Ensure torches and emergency lighting are operational.
- Locate and check first aid kits.
- Sandbag vulnerable entry points.
- Clear gutters, drains, and stormwater systems.
- Trim vegetation near buildings where safe to do so.
- Relocate vehicles and machinery to safer locations if required.
- If safe to do so, leave CCTV systems operating to record any damage or impacts to your property.

## IT and communications

- Back up servers, software, and operational systems.
- Confirm remote access capability for critical staff.
- Ensure cybersecurity protections remain active during remote operations.
- Prepare alternative communication methods if mobile networks fail.
- Keep spare chargers, extension leads, and power banks available.
- Maintain hard-copy emergency contact lists in case systems are inaccessible.

### Download our free templates:



#### [Risk Management Plan](#)

[smallbusiness.wa.gov.au/legal-risk/risk-management](http://smallbusiness.wa.gov.au/legal-risk/risk-management)



#### [Business Continuity Plan](#)

[smallbusiness.wa.gov.au/document/business-continuity-plan-template](http://smallbusiness.wa.gov.au/document/business-continuity-plan-template)

For more information visit [smallbusiness.wa.gov.au](http://smallbusiness.wa.gov.au)

## Turn to Us for Business Support

The Small Business Development Corporation (SBDC) provides free advice and support to small business owners across Western Australia.

Call **133 140** or book online at: [smallbusiness.wa.gov.au/business-advisory-service](http://smallbusiness.wa.gov.au/business-advisory-service)