



**TESCO  
Leicester Road Rugby Store  
FLOOD EVACUATION PLAN**

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**June 2009**

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**FINAL**

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**JBA Consulting  
The Byre  
Spring Hill Office Park  
Harborough Road  
Pitsford  
Northampton  
NN6 9AA  
UK  
t: +44 (0)1604 882557  
f: +44 (0)8700 512985  
[www@jbaconsulting.co.uk](http://www.jbaconsulting.co.uk)**

**Tesco Stores Ltd  
Cirrus Building  
Shire Park  
Welwyn Garden City  
Herts  
AL7 1AB**



## REVISION HISTORY

Revision Ref./Date Issued	Amendments	Issued to
January 2009 Draft Version v1.0	None	Gurdeep Bansal, Pinnacle Consulting 1 Copy
June 2009 Final Version v1.0		Gurdeep Bansal, Pinnacle Consulting 1 Copy

## PLAN PREPARATION

This Flood Evacuation Plan has been prepared by JBA in January 2009 for the Tesco Leicester Road Store, Rugby to support the Flood Risk Assessment under planning application R08/1668/MAJP. Tesco's store representative for the contract was Gurdeep Bansal of Pinnacle Consulting. Laura Crofts and David Pettifer of JBA Consulting carried out the work.

Plan prepared by: Laura Crofts, BSc  
*Business Continuity Analyst*

Plan reviewed by: Allison Thomas BSc MBCS MEPS  
*Senior Analyst*

Plan approved by: David Pettifer, CEng, FICE, FCIWEM, MEPS  
*Director*

## PURPOSE

This document has been prepared solely as a Flood Evacuation Plan for Tesco. JBA Consulting accepts no responsibility or liability for any use that is made of this document other than by the Client for the purposes for which it was originally commissioned and prepared.

## PREFACE

This Evacuation Plan has been prepared in accordance with the joint agreement reached by the Environment Agency, Tesco Leicester Road store, Rugby and JBA Consulting.

The plan will be known as the:-

## TESCO LEICESTER ROAD, RUGBY FLOOD EVACUATION PLAN

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## ABBREVIATIONS

EA	Environment Agency
EMS	Electronic Management System
FWD	Floodline Warnings Direct
JBA	JBA Consulting

## 1 AIMS AND OBJECTIVES

### 1.1 Aims and Objectives

This Evacuation Plan records the contingency measures that have been drawn up to provide maximum safety to the staff and customers of the Tesco Leicester Road store, Rugby during a major flood event. The plan has been disseminated to the emergency services to ensure responding agencies are aware of Tesco's pre-planned emergency measures.

#### Aim

- To enable a safe and well organised evacuation of customers and staff of the Tesco Leicester Road store, Rugby during a major flood event.

#### Objectives

- To safely evacuate a large number of people from the Tesco Leicester Road store, Rugby during a major flood event;
- To define the areas of responsibility for those participating in the plan;
- To establish procedures for implementing the plan;
- To establish a dry rendezvous point and route;
- To reduce the risk to life;
- To reduce financial loss during a flood event;
- To set security procedures during a flood event.

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## 2 ENVIRONMENT AGENCY FLOODLINE WARNINGS DIRECT

### 2.1 Environment Agency 'Floodline Warnings Direct'

The Tesco Leicester Road store, Rugby is signed up to Floodline Warnings Direct (FWD), a free service that provides flood warnings to the Leicester Road store via, telephone, mobile and fax.

The flood risk to this store is from the River Avon. The proximity of the Tesco Leicester Road store, Rugby to the River Avon watercourse puts it in the 100 year plus climate change flood zone. This is the area likely to be flooded by flows on the River Avon that have a 1% chance of occurring in any one year. Currently, the only access road to the store is in the 25 year plus climate change flood zone. Due to this flood risk to the store and access road the following warnings will be issued for this store in the event, or possible event, of fluvial flooding.



**Flood Watch:** Flooding of low lying land and roads is expected. Be aware, be prepared and watch out!

- Monitor local news and weather forecasts.
- Be aware of water levels near you.
- Be prepared to act on your flood plan.
- Check on the safety of pets and livestock.
- Charge your mobile phone.



**Flood Warning:** Flooding of homes and businesses. Act now!

- Move cars, pets, food, valuables and important documents to safety.
- Get flood protection equipment in place.
- Turn off gas, electricity and water supplies if safe to do so.
- Be prepared to evacuate your home.
- Protect yourself, your family and help others.
- Act on your flood plan.



**Severe Flood Warning:** Severe flooding is expected. There is extreme danger to life and property. Act now!

- Collect things you need for evacuation.
- Turn off gas, electricity and water supplies if safe to do so.
- Stay in a high place with a means of escape.
- Avoid electricity sources.
- Avoid walking or driving through flood water.
- In danger call 999 immediately.
- Listen to emergency services.
- Act on your flood plan.



**All Clear:** Flood watches or warnings are no longer in force for this area.

- Keep listening to weather reports.
- Only return to evacuated buildings if you are told it is safe.
- Beware sharp objects and pollution in flood water.
- If your property or belongings are damaged, contact your insurance company. Ask their advice before starting to clean up.

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## 2.2 FWD and the Tesco Leicester Road Store

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The Tesco Leicester Road store, Rugby Flood Evacuation Plan is dependent on the information provided by the Environment Agency through FWD. When a severe flood warning is issued to the store, phase one of this plan should be activated. The Environment Agency aims to issue river warnings at least 2 hours before the onset of flooding.

## TESCO LEICESTER ROAD STORE, RUGBY EVACUATION PLAN

### 2.3 Details of the Plan

This section details the key facts of the Tesco store's Flood Evacuation Plan. Section 2.9 shows the phases and actions required by the Plan in the form of an easy to read flow diagram. Further detail is provided in Section 2.10. Chapter 3 outlines the specific roles and responsibilities of the employees .

The main flood risk to the store is from the River Avon from Stanford to upstream of Rugby.

### 2.4 Flood Risk to Store

The store is located in the 1 in 100 year plus climate change flood zone, with the only access road to the store being located in the 1 in 25 year plus climate change flood zone. This flood risk means, on average, the store is likely to receive 2 to 4 flood warnings each year.

### 2.5 Rendezvous Point

The Rendezvous Point for staff following an evacuation is the Express Holiday Inn car park, Brownsover Road (see Figure 2).

### 2.6 Sandbagging

Guidance for laying sandbags can be found in Appendix A. This may be required if the store manager feels it is necessary to sandbag the store or car park area.

### 2.7 Dissemination of the Tesco Leicester Road Store, Rugby Flood Evacuation Plan

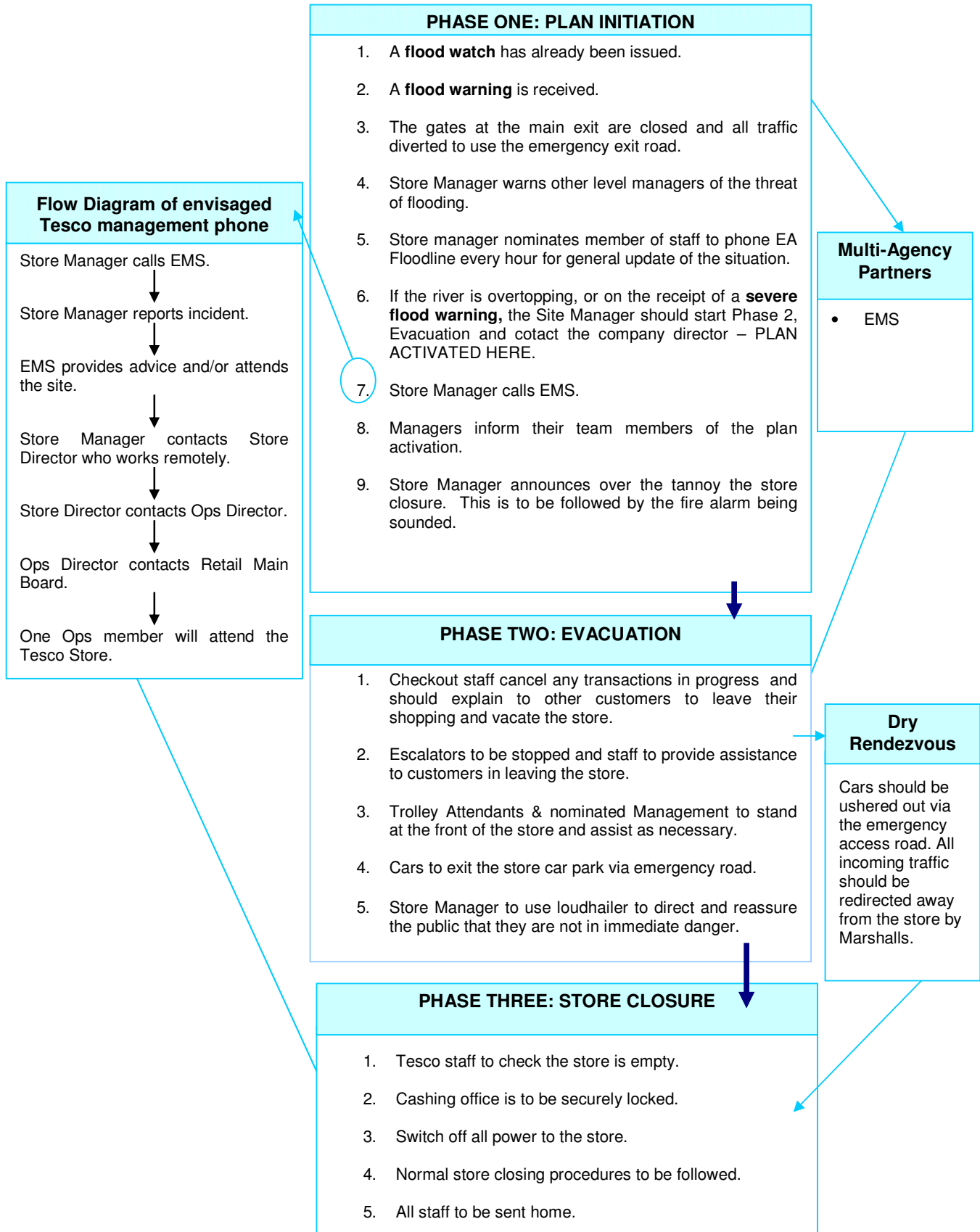
The Plan is to be disseminated to the following agencies to ensure they are aware of the planned procedures:

- Warwickshire County Council
- Rugby Borough Council
- Local Police Force
- Fire and Rescue Service
- Local Ambulance Service
- Express Holiday Inn

### 2.8 Training and Exercising of the Plan

All new staff should attend a Tesco Fire and Flood Workshop. This will highlight the risk and procedures to be aware of during a flood and will include a test to ensure that staff have a full understanding. After 6 months all staff will be required to re-sit the test paper.

## 2.9 Flood Evacuation Plan Flow Diagram



## 2.10 Phase One: Plan Initiation

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### 1. Flood Watch.

The Tesco Leicester Road store, Rugby is signed up to FWD. If a Flood Watch is issued for the area then the Store Manager will be warned of the threat.

### 2. Flood Warning.

The Tesco Leicester Road store, Rugby is signed up to FWD. If a Flood Warning is issued for the area then the Store Manager will be warned of the threat.

### 3. The gates at the main exit will be closed and all traffic diverted to use the emergency exit road.

This will prevent people visiting the store using the road adjacent to the river, therefore reducing the risk to customers from overtopping waters.

### 4. Store Manager warns managers at other levels of the threat of flooding.

The Store Manager will inform the other Managers in the store of the Flood Watch and Warnings issued immediately.

### 5. Member of staff to phone EA Floodline every hour for general update of the situation.

The Store Manager will appoint a member of staff to phone the Environment Agency Floodline number (See section 4) for hourly updates on the flooding situation. The Floodline number is **0845 988 1188** and the quick dial code for the area is **052431**.

### 6. If the river is overtopping, or if a Severe Flood Warning is issued, the store manager should start phase 2, Evacuation – PLAN ACTIVATED HERE.

If there are reports of the river overtopping, or if an Environment Agency Severe Flood Warning is received, the store manager must close the store and evacuate the members of public and staff out of the store. The Store Manager should discuss with the Store Director the activation of the Tesco Leicester Road store, Rugby, Flood Evacuation Plan. The Director will then speak to his peers and a Director may come to the store to provide any further assistance.

### 7. Store Manager calls EMS.

The Store Manager will call EMS (as noted in the flow diagram).

### 8. Managers inform their team members of the plan activation.

Each manager will now inform their team members of the activation of the Tesco Leicester Road store, Rugby Flood Evacuation Plan. Trolley attendants are to be told to stand at the front of the store and provide reassurance and direction to the public.

### 9. Store Manager announces over the tannoy the store closure. This is followed by the sounding of the fire alarm.

The Store Manager will announce over the tannoy the following statement to the customers, followed by a member of staff activating the fire alarm:

*'This is the Store Manager speaking. The Environment Agency has issued a Severe Flood Warning for this area. Although there is no immediate danger, Tesco values your health and safety so have decided to shut the store with immediate effect. Please leave your shopping in the store and calmly make your way to the escalators at the store's entrance. There are staff on hand to answer any questions. We will shortly be sounding the fire alarm. We appreciate your understanding in this matter and are sorry for any inconvenience.'*

## 2.11 Phase Two: Evacuation

- 1. Checkout staff to cancel any transactions in progress immediately and explain to other customers that they must leave their shopping and vacate the store.**

Checkout staff are to cancel any transactions in progress as soon as the message has been relayed across the tannoy. The checkout staff are to calmly tell the other customers to leave their shopping and vacate the store. Checkout staff are to close the checkouts and ensure the cash tills are securely locked.

- 2. Escalators to be stopped and staff to provide assistance to customers leaving the store.**

The escalators are to be stopped so that both sets can be used to exit the store. Staff are to provide as much assistance as possible to the customer in safely evacuating the building. Priority must be given to disabled and elderly people. It is recommended that customers and staff are directed out of the Tesco car park towards the Leicester Road. (See Evacuation Route)

**Figure 1: Evacuation Route**



KEY			
	Current Tesco Store		Marshal Locations
	Escalators		Closure Sign Locations
	Rendezvous Point		Outline of proposed store
	Emergency Exit		Evacuation Route



**3. Trolley attendants and senior staff to stand at the front of the store as a sign of reassurance and representatives to divert incoming traffic.**

Trolley attendants and a selection of Management level staff should be located at the front of the store to provide assistance and guidance to the customers. Representatives should also be placed (as indicated in) at key locations to turn around incoming customers. For health and safety these representatives should wear luminous yellow jackets and have torches and communication radios. They must use these radios to call their line manager every fifteen minutes. If someone does not check in a member of staff should be sent immediately to check on them. Signs should also be placed on the incoming road (as indicated in) to inform store visitors of the store closure.

**4. Cars to exit the store car park via the emergency exit road.**

If the car parks are accessible and it is safe to drive vehicles out they are to leave the store in an orderly fashion via the emergency exit road. Signs should be placed in appropriate areas to ensure this. If emergency vehicles require access to the store the nearest marshal should halt exiting traffic to allow them access through the emergency exit road. If cars are not accessible due to water or safety issues the dry rendezvous (**Part 6** below) should be followed to ensure customer safety.

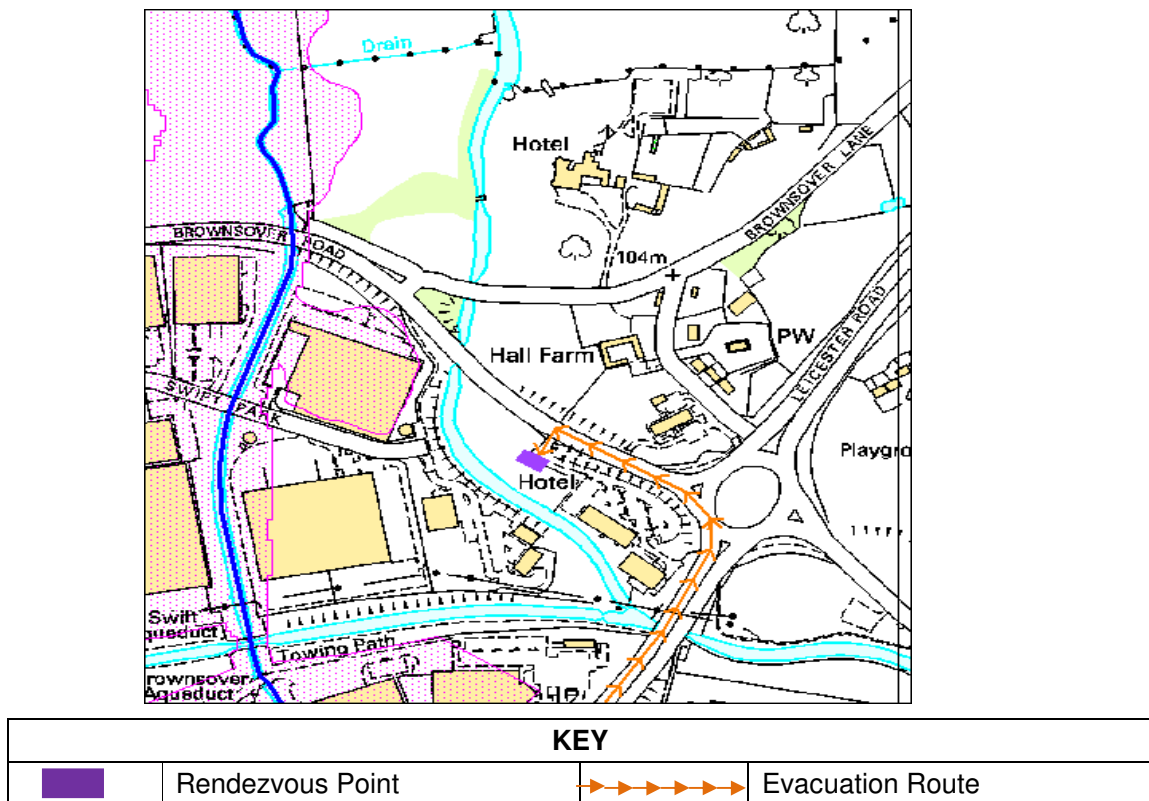
**5. Store Manager to use loudhailer to reassure the public that they are not in immediate danger.**

The Store Manager should use a loudhailer to reassure the public that they are not in immediate danger and that the evacuation is a precaution. The Store Manager and staff should be on hand to provide advice and guidance.

**6. Dry rendezvous**

If the car park has been inundated by flood water, members of the public and staff should be evacuated to the nearby car park at the Express Holiday Inn on Brownsover Road (see Figure 2).

**Figure 2: Rendezvous Point**



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## 2.12 Phase Three: Store Closure

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**1. Tesco staff to check the store to ensure there are no members of staff or public left in the building.**

Once the customers have vacated the store, managers will sweep the building to ensure there is no one left inside.

**2. Cashing office is to be securely locked.**

The Store Manager is to ensure the cash office is securely locked before leaving the building.

**3. Switch off all power to the store.**

Due to the nature of flooding, the Environment Agency recommends that power supplies are switched off. This contingency can minimise the risk of a fuse blowing causing a fire and electrocution.

**4. Normal store closing procedures to be followed.**

Normal store closing procedures are to be followed.

**5. All staff to be sent home.**

When all customers have been successfully evacuated, managers are to roll call their teams and then send them home. Staff should be advised to call their section manager for further information on the store re-opening.



### 3 ROLES AND RESPONSIBILITIES DURING PLAN ACTIVATION

This section of the plan details the specific tasks that have been allocated to the Tesco Leicester Road store, Rugby employees to ensure that the plan is carried out correctly and as efficiently as possible.

#### 3.1 Store Manager

##### Pre Evacuation - Plan Initiation

1. Inform the managers of the flood watches and warnings out immediately.
2. Allocate a member of staff to contact the Environment Agency Floodline at hourly intervals.
3. Allocate a member of staff to monitor the flood levels. If the situation escalates and water is about to overtop or has overtopped, consider closing the store and evacuating the public.
4. Contact the Store Director and explain the situation.

##### During the Evacuation

1. Contact EMS. Explain that the store will be closing due to the onset of flooding.
2. Announce to the public over the tannoy the following statement:  
*'This is the Store Manager speaking. The Environment Agency has issued a Severe Flood Warning for this area. Although there is no immediate danger, Tesco values your health and safety so have decided to shut the store with immediate effect. Please leave your shopping in the store and calmly make your way to the escalators at the store's entrance. There are staff on hand to answer any questions. We will shortly be sounding the fire alarm. We appreciate your understanding in this matter and are sorry for any inconvenience'.*
3. Ensure the cash office has been securely closed.
4. Nominate staff to ensure incoming traffic are turned around.
5. Inform the delivery drivers to stop any deliveries and move the vehicles to higher ground.
6. If necessary use the loudhailer to speak to the public as they are leaving the store.
7. Once all members of the public have been evacuated, follow normal store closing procedures and send all staff home.
8. If the store car park has become inundated with flood water, evacuate the public and staff using the loudhailer to the Express Holiday Inn car park, Brownsover Road.

#### 3.2 Pharmacy Manager, Personnel Manager, Customer Service Manager, Trading Manager

##### Pre Evacuation Plan Activation

1. Ensure they have attended the fire and flood workshop and sat the test paper within the last 6 months.

##### During the Evacuation Plan

1. Ensure that the Cash Office is locked securely.
2. Depending on the Store Manager's decision, evacuate to the store car park or the Holiday Inn car park, Brownsover Road.

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### 3.3 Section Managers

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#### Pre Evacuation Plan Activation

1. Ensure all staff have attended the fire and flood workshop and have sat the test paper within the last 6 months.

#### During the Evacuation Plan

1. Disseminate the news of flood watches and warnings and the related threat to the store to your team members.
2. If the Store Manager decides to close the store, warn your staff that an announcement will be made to all customers, informing them of the imminent closure of the store. Tell the trolley attendants to stop work and stand at the front of the store to provide reassurance to the evacuating public.
3. Help evacuate the public safely out of the building.
4. When all customers have been successfully evacuated, role call your team and then let them leave the store.
5. Depending on the store manager's decision, evacuate yourself to the store car park or Express Holiday Inn car park, Brownsover Road.

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### 3.4 General Assistants / Customer Services Assistants

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#### Pre Evacuation Plan Activation

1. Ensure all staff have attended the fire and flood workshop and have sat the test paper within the last 6 months.

#### During the Evacuation Plan

2. If working on a checkout, explain to the current customers that the till is shutting with immediate effect and cancel any ongoing transactions. Ask customers at the till to evacuate calmly.
3. Close the till, ensuring it is locked.
4. Help evacuate the public safely out of the building. Direct them either to their cars or, if the store carpark is flooding, to the Express Holiday Inn car park, Brownsover Road.
5. Provide priority to disabled people and the elderly.
6. If nominated, act as a marshall for traffic trying to enter and leave the store. Place the store closure signs available on the Leicester Road roundabout, used to access the store, informing those wishing to visit the store of the closure.
7. Do not allow any new customers to enter the store.

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### 3.5 Trolley Attendants

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1. Once informed by your Team Leader of the store closure, stop work and report to your Section Manager.

## 4 CONTACT NUMBERS

The following is a list of contact numbers which will be useful during a flood event:

**Table 1: Key Contacts**

Agency	Telephone Number
Environment Agency Floodline	0845 9881188
Evacuation Planning Officer –Warwickshire County Council	01926 412589
Evacuation Planning Officer –Rugby Borough Council	01788 533533
Police	01788 541111
Fire and Rescue	01788 572727
Phoenix Ambulance Service	01788 816192
Store Director	07979827662

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**APPENDICES**

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**Appendix A      Sandbag Procedures for the store**

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**Figure 3– How to lay your sandbags effectively**

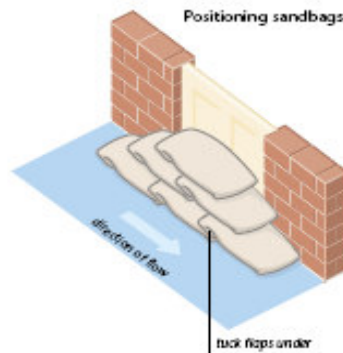
Sandbags are one of the most well known devices for helping to slow down the entry of floodwater to your property. If your property is at risk of flooding you may wish to consider purchasing unfilled sandbags and a supply of sand from a DIY store or a Builders Merchant. Some local authorities may provide sandbags in an emergency, but there may be limits to availability.

If you have not purchased sandbags and sand in advance, you can use alternatives such as pillow cases or refuse sacks and fill them with garden soil. Remember that they can get heavy quickly, so do not overfill, or fill them too far away from where you want to position them.

**How to fill and position sandbags:**

- Unless you have access to a sandbag filling machine, this is a two-person job: one to hold the bag open and one to fill.
- Sand is abrasive – both people should wear protective gloves.
- Do not fill bags more than half full.
- It is not necessary to tie the end of the bag.

- Remove any debris from the area where the bags are to be placed.
- Place the half-filled bags lengthways and parallel to the direction of the water flow. Tuck the opened end under the filled half of the bag and position it pointing into the water flow. Place bags in layers. Like a brick wall, make sure that in the next layer each bag overlaps the one below by half.
- Stamp bags firmly into place to eliminate gaps and create a tight seal.
- Place a plastic sheet under the sandbags to help make them more waterproof.

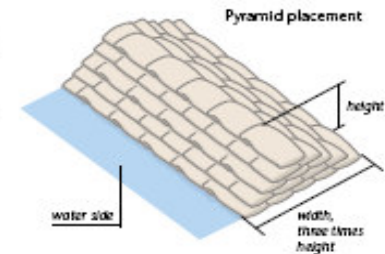


**Pyramid placement method:**

If you need to create sandbag protection that is more than three layers high, you will need to build in a pyramid style.

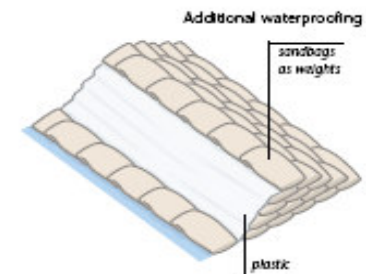
For the structure to be stable, you should build the 'sandbag wall' three times as wide as you need it to be high. It will also be more effective if you alternate the layers lengthways and crosswise.

Stamp each bag in place and tuck the loose end firmly under the filled portion of the bag.



**Additional waterproofing:**

Additional waterproofing can be used with both the traditional method and the pyramid placement method. Lay plastic sheeting across the side of the 'sandbag wall' that will face the floodwater. Weigh down with additional sandbags.



For more details on sandbags and other flood protection products please refer to the companion guide 'Flood Products - Using Flood Protection Products – A guide for homeowners'.

**Remember!**

- Sandbags are popular but they have disadvantages:
- During an emergency sufficient quantities may be difficult to obtain
  - They are time-consuming and require two people to fill
  - They can be difficult to handle, particularly for the elderly or infirm
  - When they come into contact with floodwater they tend to retain contaminants such as sewage
  - Sacking material is biodegradable, and will disintegrate if left in place for long periods of time
  - Staining from the fillings of the sandbags can increase damage to your property
- Flood boards can avoid some of these drawbacks

<sup>1</sup> Environment Agency, 2003, Damage Limitation: How to make you home flood resistant.

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**Appendix B      Flood Water Health and Safety**

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**Figure 4– Health and Safety considerations during the flood clean-up**

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Information in this leaflet is designed to help you if you need to clean up your home following flooding. Some basic precautions are all that is necessary to protect your health – infection problems arising from floods in the UK are rare. If you follow the advice in this leaflet, you should be able to avoid any additional health problems for you and your family as a result of cleaning up.

The main health hazard following flooding comes from the stress and strain of the event, not from infections. Take some time to consider your mental health and approach the clean up without overexerting yourself and in this way you will avoid additional physical stress.

**Always remember:**

Floodwater affecting your property may have been contaminated with sewage. Although any bugs in floodwater will have been very diluted and present a low risk you should always:

- Wear protective clothing – waterproof boots, apron and gloves – while cleaning up. Cover any open cuts with waterproof plasters.
- Wash your hands with soap and water after being in contact with floodwater or items that have been contaminated and always wash your hands before eating or preparing food.

**Returning home**

It is recommended that you only fully reoccupy your home once it has been thoroughly cleaned and disinfected and allowed to dry out. Remember your power supplies may have been affected. Turn off the power and get advice from your suppliers before use.

**General cleaning**

- Thoroughly clean all hard surfaces (including walls, appliances, floors, furniture etc) with a solution made up with hot water and an ordinary detergent based household cleaning agent.
- Wash all soft fabric items (bedding, linen, clothing, soft furnishings, children's toys etc) on a hot wash – 60°C (or recommended temperature on detergent manufacturer's instructions) – which will destroy any germs. Items that cannot be put in a washing machine should be dry cleaned.
- Remove and discard items which are damaged beyond repair
- After cleaning, allow to dry thoroughly, which will also help to destroy any germs left behind. Use fans, air conditioners, heaters and dehumidifiers, if available, to help the drying process but bear in mind the advice below under "heating and ventilation."
- Wash all clothes worn during clean up activities in hot water and detergent and wash them separately from uncontaminated clothes and linens.

**Food**

- Discard any food which has been in contact with sewage or floodwater. Don't be tempted to try and salvage damaged food, including tins which may have been contaminated. Discard frozen or chilled food which has been at ambient temperature for a few hours.
- Ensure all surfaces where food will be stored or prepared have been cleaned with hot water and

- detergent and disinfected, including shelves in your refrigerator.
- All crockery, cutlery and cooking utensils should be thoroughly washed with hot soapy

- water and disinfected with a food-safe disinfectant, ideally in a dishwasher if available, before using.
- Wash your hands before and after preparing food.

**Water**

- Follow the advice of your local water company regarding the safety of the water supply. If there is any possibility the water supply has been affected, you will be advised to boil water before drinking by the water company.
- If you notice a change in water quality, like discoloration or a change in taste or smell, contact your local water company. If in doubt, boil all water intended for drinking.
- Ensure water taps are cleaned and disinfected and run water through them thoroughly before using them for the first time.
- If your water is a private supply rather than mains, it is very important to check that it has not been affected by flood water. If the supply has been covered with flood water or changes colour or taste, boil or otherwise treat the water before drinking.

**Children**

- Keep children and pets out of affected areas until clean-up has been completed.
- Wash children's hands frequently – and always before meals.
- Wash flood water-contaminated toys with hot water and detergent. Some toys can be cleaned by being put inside pillow cases and into ordinary clothes washing machines.

**Gardens and play areas**

- Do not let children or pets play on affected grassed or paved areas until they have been cleaned.
- Remove any toilet waste from affected areas and after the grass has grown and been cut once, there should be no further risk.
- Sunlight and soil will help destroy harmful bacteria and outdoor areas will be safe to use within a week or so after flooding.

**Heating and ventilation**

- It is important to ensure your home is properly heated and ventilated to assist the drying process. However, remember that petrol or diesel generators, dehumidifiers, pressure washers and patio-type gas heaters should never be used indoors **without adequate ventilation**. The exhaust gases contain carbon monoxide which can quickly build up to poisonous levels without proper ventilation. Also be aware of the increased fire risk and take extra care when using such items.

**Chemical hazards**

- Be aware that flood waters may have moved or soaked into containers of chemicals, solvents and other industrial items from their normal storage place.
- In general avoid contact with water and materials which may have been chemically contaminated. If it becomes necessary to handle this material, wear rubber gloves, boots and a disposable apron.
- Avoid enclosed areas that may be chemically contaminated, such as garages and cellars where hazardous fumes may build up. Ensure such confined areas are adequately ventilated and are not accessible to children and animals.

**Further advice and information**

For more information, visit the Health Protection Agency's website at [www.hpa.org.uk/flooding](http://www.hpa.org.uk/flooding)

<sup>2</sup> Health Protection Agency, [http://www.hpa.org.uk/flooding/Flood\\_cleanup.pdf](http://www.hpa.org.uk/flooding/Flood_cleanup.pdf)