THE RESILIENT 21ST CENTURY BUSINESS: How Retailers & Service Providers Can Manage Chemical Products to Weather the Storm

You may not realize that some products on your shelves or in your storage areas are toxic to humans & can pollute the environment. Extreme weather could put your business & community at risk. Here's how you can make your business resilient in the face of natural disaster.

1. Understand the risks to your business, employees, customers, & community.
2. Know which products you sell or use that contain chemicals.
3. "Floodproof" your storage of those products.

Become a disaster-resilient, prepared business.

Consider the chemical products your business uses, stocks, or sells, such as:

- **Dry Cleaners & Laundromats**
  - Solvents & detergents
  - Spot cleaners

- **Beauty & Nail Salons**
  - Plasticizers
  - Solvents
  - Pigments & dyes

- **Hardware Stores**
  - Lawn & garden chemicals
  - Glues & adhesives
  - Road salt & de-icers
  - Paints & stains
  - Lubricants & degreasers
  - Propane tanks
  - Solvents
  - Pesticides
  - Cleaning products

- **Funeral Homes**
  - Preservative chemicals (formaldehyde, disinfectants, & dyes)

- **Gyms & Hotels**
  - Pool chemicals
  - Cleaning supplies
  - Winter de-icing chemicals

- **Landscaping & Pest Control**
  - Lawn chemicals
  - Fertilizers
  - Pesticides

- **Pharmacies**
  - Pharmaceuticals
  - First Aid items
  - Cleaning supplies
  - Lighter fluid
  - Hair dyes
  - Nail polish & remover

And many more!
Here's what you can do:

1. Understand the risks to your business & community.

**Extreme weather events are increasing in severity & frequency.**
- Use the CT Toxics Users & Climate Risk viewer to see if your business is in a flood-prone area.
- Make sure you have the right flood insurance.

**This is a public safety issue.**
- Breached containment of chemical-containing products puts customer, employee, first responder, & community health/safety at high risk.

**Know how this may affect your business.**
- Your business may be held liable for contamination & cleanup.
- Your property, assets, & inventory may be damaged or lost.

2. Know which products you sell or use that contain chemicals.

- Consider chemical reactivity hazards and compatibility when storing products.
- Mention to customers that they should also store chemical products in "floodproofed" spaces.
- In your emergency plans, identify how to manage chemical-containing products. Train employees.

3. "Floodproof" your storage of those products.

- Strengthen storage with secondary containment & by elevating, re-securing, & relocating chemicals before storms.
- Example: retailers should store chemical-containing products on higher shelves in case of flooding.

**Become a disaster-resilient, prepared business.**

---

**Your Flood Resiliency Toolkit**

**Technical Assistance**
- CT Dept of Energy & Environmental Protection, Pollution Prevention
  DEEP.pollutionprevention@ct.gov
  Connie Mendolia
  connie.mendolia@ct.gov
- DEEP’s online training for businesses on managing chemicals before the storm (available March 2020)
  ct.gov/deep/p2
- Network with businesses by sharing BMPs
- Identify your flood risk with the CT Toxics Users & Climate Risk Viewer

**Flood Insurance**
- If renting your facility: ask landlord
- Get cheaper, low risk coverage through Preferred Risk Policy
- FEMA NFIP (800) 427-4661 (National Flood Insurance Program)
- FEMA on businesses & flood insurance
- Flood Smart

**Prepare an Emergency Plan**
- Get input from your employees.
- FEMA’s resources for businesses
- Ready Business toolkit
- SBA’s guide to preparing for emergencies
- Resilient Nashua, NH Toolkit

---

Funding for this project was provided by a PPIS grant from US EPA; document created 8/19.