



## Prepare now for severe weather

Queensland is set to experience a major rain event this week, with the potential for flooding in numerous locations, including those already impacted by flooding and rain in recent weeks.

**Areas likely to be impacted include Western Queensland, North West, Central West, Central Inland, Townsville, the Whitsundays and South West Queensland.**

We are writing to support you as you prepare your business for potential impact and associated disruptions.

### **Stay up-to-date**

Please keep across the latest weather updates from the Bureau of Meteorology [here](#).

### **Preparing your site/s**

The safety of our operators, your staff and customers is our highest priority.

To prepare your site/s for severe weather, please secure all facilities and equipment, including collection/shipping infrastructure, unsecured bag drops, stored containers, and other infrastructure, to prevent them from being displaced by floodwaters or strong winds. Where possible, move these items indoors for secure storage.

### **Closing your CRP**

If you need to temporarily close your refund point due to severe weather, we will support your decision.

Please ensure you contact your Network Lead to advise of your closure so that website updates can be made.

### **COEX support**

Please contact your Network Lead if you need any support in the coming days.

### **High customer visitation**

We know many sites in the affected area are likely to experience high customer volumes as residents prepare their homes and businesses for the severe weather.

There are social media tiles available in our [Brand Hub](#) to help you communicate with customers as you manage this potential influx of customers.

To further support you, COEX will place an alert on the Containers for Change website and mobile App advising customers of possible site closures and longer than usual wait times.

### **Other sources of information**

- [Road closures and traffic information](#)
- For assistance with storm damage, rising flood water, or fallen trees, contact the SES on **132 500** or use the SES Assistance QLD App.

Thank you for remaining vigilant to protect yourselves, your teams and our network.



Thomas Juzwin  
Executive General Manager  
Network Delivery

