

flooding- minimising the risk

Your caravan/camping site is in a flood risk area

Practical advice on keeping you and your visitors safe in a flood

We are the Environment Agency. It's our job to look after your environment and make it **a better place** – for you, and for future generations.

Your environment is the air you breathe, the water you drink and the ground you walk on. Working with business, Government and society as a whole, we are making your environment cleaner and healthier.

The Environment Agency. Out there, making your environment a better place.

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Why you need to read this guidance

You need to know what actions to take to protect your family, visitors and business in the event of a flood. Understanding the risk of flooding, and preparing for it now, will help safeguard you and your visitors. You will also be able to recover more quickly from the inevitable disruption to your business.

Even if your site has never been flooded before, you should know what precautions to take in the same way as you would take precautions against fire risk. Floods happen at any time of year. Don't assume your site won't flood in the summer months.

This guide aims to give you practical advice and information to minimise the impact of flooding to your site.



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Your responsibilities as a site owner

Occupiers' Liability Act 1957

Under the provisions of the Occupiers' Liability Act 1957, you have a duty of care to your customers. This is likely to include making them aware of the risk of flooding to your site. See the section on Informing visitors about the flood risk to your site for information about how you can do this.

Local authority site licence

Check your site licence to see if there are conditions specifically relating to flood risk. Most licences require you to display a flood warning sign. Check under the notices section of your licence to see if you need to have one. Contact your local authority, usually the Environmental Health department, if you need further advice on what actions you need to take to satisfy your licence conditions.

Planning permission

If you apply for planning permission on your site, conditions are usually set that relate to flood risk. You will need to satisfy these to get planning permission. You may be asked to have a flood evacuation plan, or display flood warning information notices around the site.

Informing visitors about the flood risk to your site

Arrival on site

Make staff and visitors aware of your flood evacuation procedures. Show them where the assembly points and the flood warning information signs are located. Information could be provided to visitors either verbally or written. Written information could be a note included in the site information that visitors receive when they book in at reception. Visitors will feel reassured that the site is acting responsibly and has given consideration to their safety.

Flood warning information signs

Look at the guidance in section 3 and use the templates provided in this pack.

Have a daily weather board

Weather is usually very important to campers! Keep a daily updated weather report on the board to promote daily viewing. If your site is in a coastal/tidal location include the times of high tide. If you are able to receive flood warnings from the Environment Agency, have an area to show the current flood warning status. Include the Floodline number and quickdial code for your area so visitors can check for themselves.

Evacuation plans

If you own or manage a site which is used by the general public you should have an evacuation plan that can be put into operation in the event of flooding, just as you would for a fire or any other potential hazard. You need to:

- nominate a person who will be responsible for activating the evacuation plan;
- make sure your staff and visitors are aware of the risks and know exactly what to do in a flood situation;
- work through the evacuation plan in this information pack;
- have regular exercises with staff to test the evacuation procedure;
- make sure a copy is kept in a prominent position where all staff, including night cover, know where to access it;
- decide on a trigger which will set the plan in action. This could be a warning from the Environment Agency or one based on local observations.

Monitoring – when to put your evacuation plan into action

Have a monitoring plan in place to check weather conditions, river levels, and tide levels where relevant. Make sure you:

- check daily weather forecasts for heavy rain;
- check radio and TV weather forecasts for severe weather alerts;
- check Met Office webpage: www.metoffice.gov.uk/weather to see weather warnings in force;
- check current Environment Agency flood warnings in force;
- assess river levels locally by visual observations;
- check times of high tide if there is a tidal influence on river levels or if you are at risk from coastal flooding.

Look at section 4 on Flood evacuation plans for guidance on how to create your own evacuation plan and use the template provided in this pack.

Flood warnings

Flood warnings from the Environment Agency

The Environment Agency offers a free flood warning service in many areas at risk of flooding from rivers and the sea. Floodline Warnings Direct (FWD) gives you an advance warning for your area by telephone, mobile, fax, pager, text or email. All you need to register is a telephone or fax number to which we can send flood warnings at any time of the day or night.

Not all areas at risk of flooding are covered by the service

Find out if you can receive free flood warnings from the Environment Agency in your area by phoning Floodline on 0845 988 1188.

To find out current flood warnings in force:

- check out current flood warnings in force on the Environment Agency website: www.environment-agency.gov.uk/flood
- ring Floodline on 0845 988 1188, the Environment Agency's 24-hour telephone information service. They can provide you with a quickdial number which allows direct access to any recorded flood warnings for your local area;
- listen to local radio and TV for weather information.

Know the flood warning codes

If you register to receive flood warnings it is important to know the flood warning codes and understand what they mean. The next page lists each of the flood warning codes, what they mean and what to do.

You need to be aware of flooding and keep an eye on the water levels and weather situation at all times. You can do this by checking the flood forecasts and the river and sea levels on our website www.environment-agency.gov.uk/flood.

ONLINE FLOOD RISK FORECAST

Meaning

Be aware.
Keep an eye on the weather situation.

General advice

- Check weather conditions.
- Check for updated flood forecasts on the Environment Agency website.



FLOOD ALERT

Meaning

Flooding is possible
Be prepared.

General advice

- Be prepared to act on your flood plan.
- Prepare a flood kit of essential items.
- Monitor local water levels and the flood forecast on our website.



FLOOD WARNING

Meaning

Flooding is expected.
Immediate action required.

General advice

- Move family, pets and valuables to a safe place.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.



SEVERE FLOOD WARNING

Meaning

Severe flooding.
Danger to life.

General advice

- Stay in a safe place with a means of escape.
- Be ready should you need to evacuate.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.

WARNING NO LONGER IN FORCE

Meaning

No further flooding is currently expected in your area.

General advice

- Be careful. Flood water may still be around for several days.
- If you've been flooded, ring your insurance company as soon as possible.

Flood warnings

If flood warnings are not available from the Environment Agency

If there is no flood warning available from the Environment Agency for your local area*, then you need to have your own system in place for triggering your evacuation plan. The following points should help when establishing a trigger:

- use local information and observations. You are the local experts and will know, for instance, whether the river responds rapidly or not to heavy rainfall;
- the trigger needs to relate to a rising river level that is approaching bank full. If the river responds rapidly, you may need to set a lower level as your trigger;

- consider putting a depth marker by the river to help gauge levels. A marker will help confirm whether the river is rising or falling. Alternatively use an existing structure such as a bridge or other local reference on the river that shows you when the river is getting to dangerous levels;
- decide on a river level that is the point when you will put your plan into action and write this in your evacuation plan.

The Environment Agency is more than willing to advise you on monitoring techniques and flood warning methods. If you need help with flood warning arrangements for your site, ring your local Environment Agency office (contact details in section 7).

*If you cannot get flood warnings for your local area, ask the Environment Agency to register you for a Flood Alert.

A Flood Alert is a warning that flooding is possible for low-lying land and roads from rivers, streams, ditches and watercourses in the general area. This will provide you with an alert that you can use to begin monitoring the situation.

Flood warning information signs

What information should be on the sign?

Use the example poster in appendix 1 at the end of this document to make your sign.

Tailor the sign to fit the individual requirements of your site. Consider:

- size of your site;
- level of flood risk;
- including a map of the site highlighting flood information such as access routes and assembly points.

Think about any special needs of your visitors when making your signs. Do the signs need to be in other languages, be in large print or give information for deaf people?

Where should the signs be located?

We advise that signs are put in prominent places around the flood risk area. See your map enclosed in this pack showing the flood risk to your site. Suggested locations for signs:

- rubbish collection points/recycling bins;
- one-way signs;
- in and around water points;
- back of caravan doors.

Other locations (not in the flood risk area) to consider:

- reception;
- information boards such as health and safety;
- outdoor notice board; toilet/shower block/laundry room/cafe/shop.

Suggested sizes

- A5 – back of caravan doors
- A4 – outdoor signs

Other warning and action signs

Consider putting other flood risk signs around the site:

- a sign saying ‘Assembly Point here’;
- markers along the river bank to show where the river normally flows. This could prevent people from walking into deep water when the river is in flood;
- marker posts to indicate safe routes to take during a flood.



Flood action!

In the event of a flood warning



Gather your family and leave the caravan



Report to your assembly point at _____



Do not walk or drive through floodwater
Six inches can knock you off your feet, two feet can float your car



In an emergency call 999

Site manager: _____

For flood advice phone
the Environment Agency's
Floodline **0845 988 1188**



Flood evacuation plans

A flood evacuation plan spells out how your site will respond to a flood. It can make information easy to access during a flood, and easy to communicate to staff what actions will need to be taken. Having an evacuation plan will mean that your business will be able to recover more quickly from flooding, allowing business continuity. It also demonstrates good customer care.

This guidance will help you create a flood evacuation plan for your site. We highlight key issues for you to consider that you can then tailor to meet the needs of your site.

We have provided a flood evacuation plan template for you to fill out, in appendix 2.

Person responsible for activating evacuation plan

Emergency contact number



Environment Agency

flood evacuation plan

For caravan and camping sites

Site name

Address

Tel:

Floodline quickdial number

Which Environment Agency flood warnings are you registered to receive?

Local flood warning trigger
i.e. when water reaches bottom of the bridge, sound siren

Evacuation Assembly Point

Be prepared for flooding. Act now

Flood evacuation plans

Making your flood evacuation plan

Make sure you know and understand what types of flooding affect your site. They may include:

- Tidal – sea
- Fluvial – river
- Surface water – roads, ditches and fields
- Groundwater – high water table
- Sewage – sewers, rising mains and pumping stations
- Potable supply – mains water supply

Often, the source of flooding is not immediately obvious: check local drainage and small watercourses.

Many low lying parts of the coastline are at risk of flooding from the sea. Some of these areas are sensitive to tide levels. At others the risk is increased by the impact of waves during severe storms.

- **Health and safety**

The overall aim of any flood evacuation plan is to reduce risk to life. It is the primary responsibility of the site management team to ensure the health and safety of all visitors and staff at all times on the site.

Each individual should assess each situation to check it is safe to proceed and request help if required. Remember your team are not trained members of the emergency services. At no time should a member of staff be asked to carry out anything that could put their life at risk.

High visibility jackets are a good idea to help staff be seen and identify them and their role during flooding.

- **Site plans**

Keep a copy of your site plans in the same place as your flood evacuation plan. The site plan should also identify the isolation points for services, such as gas and electricity. Copies of your site plan will be useful to the emergency services, so keep them up to date and readily available.

- **Vulnerable people**

Help may be required for elderly people or those with additional needs. They may also need extra time to evacuate, which should be taken into account. Individuals' needs should be identified and staff made aware of them as they may require assistance during a flood.

- **Staff training**

All staff should know about the plan and be trained in what to do during a flood.

Carry out practice drills with staff so that they understand their roles and responsibilities in a flood situation.

- **Contact lists**

Keep up-to-date lists of emergency services and contacts. Include names of staff available to assist, contacts at emergency services and the Floodline number.

Responding organisations have limited resources so may not be able to provide assistance in all circumstances. This is why it is important to have your own plan in place.

- **Recovery action**

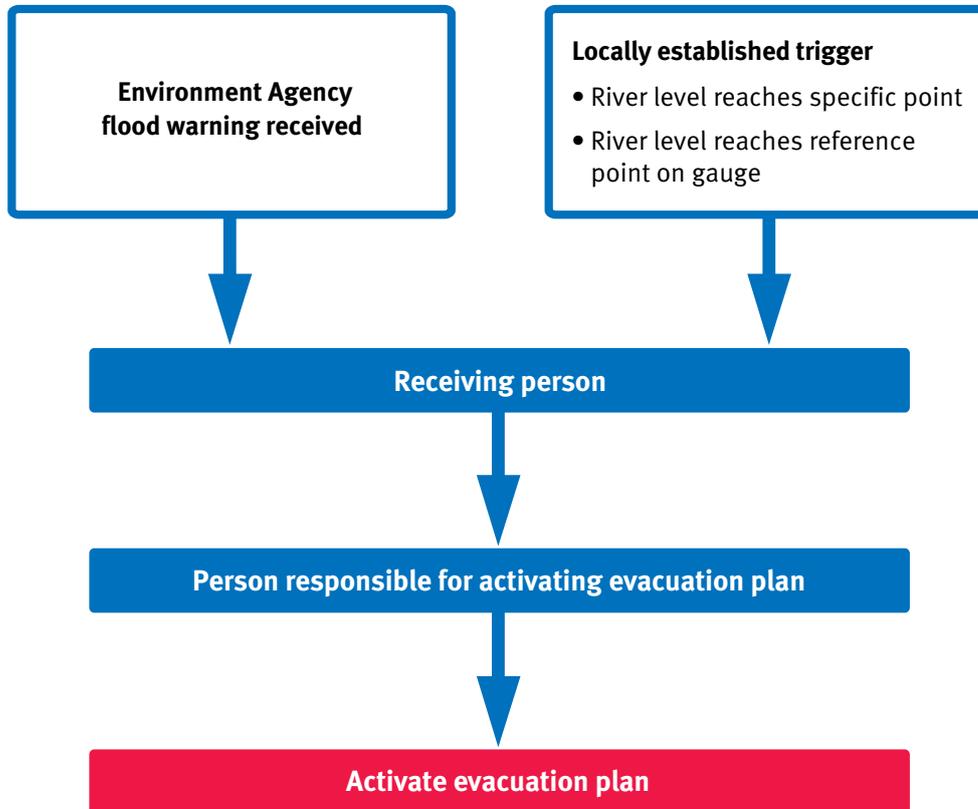
Have a list of useful contacts available, including your local authority, water company, and energy company. Also include businesses such as builders, electricians, plumbers and decorators.

After a flood, ring the Environment Agency with details of where the flood levels reached. On-site information is hard to capture. Providing this information to the Environment Agency will help improve its' flood warning service.

Review the plan after a flood and amend as necessary.

Flood evacuation plans

Staff responsibilities



Site management team

Responsible for:

- Health and safety of staff and visitors;
- Current list of staff and visitors;
- Staff training and awareness;
- Visitor awareness;
- Emergency contact numbers list;
- Up-to-date site plans and isolation points;
- Sharing evacuation plan with staff and visitors.

Site team members

Responsible for:

- Knowing roles and duties in event of flood;
- Assisting with safe evacuation of visitors - especially vulnerable visitors.

At no time should staff carry out any task that could put their life at risk.

Flood evacuation plans

Making sure your evacuation plan will work

Test staff procedures

Having completed your flood evacuation plan, the next step is to test it with staff.

Ask the Environment Agency and local authority to help you carry out a simulated flooding event. This would test if communication links are setup and telephone numbers correct. *You could carry out this test when the campsite is closed to visitors or if your site is open, you do not need to inform visitors that you are doing the test.*

Raise awareness

Make sure visitors know the flood evacuation plan exists. This is a chance to show excellent customer service.

Keep your plan up-to-date

Your plan has been designed and developed by you and your staff and belongs to you and not the Environment Agency or local authority.

For your plan to succeed you will need to ensure that the details within it are checked and updated regularly so that everything remains up-to-date with current information and contact numbers.

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Flood evacuation plans / Making sure your evacuation plan will work

Practical ways of minimising the impacts of flooding

Static caravans

Raising caravans

Consider raising the caravans above ground level by about 0.5 metres, to reduce the risk of floodwater reaching the underside of the floor. This can be done using bricks. If floodwater reaches floor level or above, many insurance companies will not allow the caravan to be reoccupied and it will need to be replaced.

Anchors/tethering

Ideally caravans situated in the flood risk area of your site should be anchored down in at least two positions. Because of their unstable structure, some caravans can float away in just two feet of water. There are many ways you can anchor them. See the photo below for an example.

Sandbags

Buy a supply of sandbags and sand from your local builders merchant. Store the bags and sand in a dry area, which can be accessed by staff at all times. In your evacuation plan include information on where the sandbags are stored and how they should be filled and used safely. Check the sandbags regularly as they deteriorate over time.

Temporary barriers

These can be a cost-effective alternative to sandbags. Quick and easy to deploy, they are readily assembled, dismantled, stored or reassembled. It takes roughly six to eight people to erect 100m of demountable defences in an hour. You can get more details on demountable defences from the National Flood Forum. Call them on 01299 403055 or visit their website: www.floodforum.org.uk



Touring caravans and tents

Touring caravans and tents can be removed from the flood risk area if sufficient warning has been given and the river levels are not rising rapidly. How this will be done can be written into your evacuation plan.

Example of caravan anchored to ground

Practical ways of minimising the impacts of flooding

5

Practical ways of minimising the impacts of flooding

All sites

Site layout

You may want to rethink the layout of your site to help manage potential flood risk. You may need to consider access routes for those with disabilities. This is initially a cost-free exercise, although there may be some costs if actions are required. Costs to cater for flood risk can be included within your site investment planning. One way to change the layout of your site to accommodate flood risk would be to consider leaving a pitch-free zone in the immediate area surrounding the watercourse. Another way would be to switch static caravans to touring caravans and tents in the flood risk area, repositioning the static caravans on higher ground.

Communications

Consider setting up a flood alert network with other sites at flood risk in your vicinity. This could be a telephone cascade system.

Out of season storage

Think about how your caravans are stored out of season in the context of flood risk. Keep caravans stored as far away as possible from the flood risk area of your site. Consider tying them together or anchoring them down.

Safe storage

Look at how your gas cylinders and pollutants (such as paint and chemicals), are stored on site. These could be secured or removed from the flood risk area. This could prevent potential damage to the site and possible floodwater contamination.

Drainage

Fit non-return valves to all drains and water inlet pipes.

Flood protection products

Look at the National Flood Forum website: www.floodforum.org.uk for information on what flood protection products are available, and look at our website: www.environment-agency.gov.uk/flood for a list of kite-marked products.

Site office

Check if your site office is in a flood risk area. If it is in a flood risk area then consider copying important records and keeping them in a safe place. This includes financial and insurance records, product lists, staff, customer and supplier databases and staff files.

Insurance

Find out if your business insurance covers you for flood damage, business interruption and lost revenue. Not all insurance companies cover flooding, so it is important to check.

If you do have a flood on your site, make sure you get photographic or video evidence of the damage and before the clean up process. This may help when you talk to your insurance company.

Who does what during a flood?

6

Who does what during a flood?

Environment Agency

- issue flood warnings;
- receive and record details of flooding incidents;
- monitor the situation and advise other organisations;
- deal with emergency repairs and blockages on main rivers and own structures;
- respond to pollution incidents;
- advise on waste disposal issues.

Police

- take an overall co-ordination role during an incident.

County Council, Local Authority and Unitary Authority

- co-ordinate emergency arrangements/support groups/rest centres;
- maintain safe conditions on the roads;
- put flood warning signs on the highway;
- organise road closures and traffic diversions;
- clear blockages on highway drainage systems;
- may take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system;
- flood warning dissemination (by local agreement with Environment Agency);
- emergency assistance (for example, may provide sandbags);
- clear blocked drainage routes (Land Drainage Act powers);
- clear blocked road channels and gully gratings - street cleaning;
- environmental health issues – pollution.

Fire and Rescue Service

- rescue;
- respond to all emergency incidents as required;
- assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant.

Water companies

- clear blockages in public sewers;
- may take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems.

Electricity, gas and telecommunication companies

- attend properties where flooding emergencies are related to their service;
- attend to flooding emergencies at their own serviced installations.

Property and business owners

- move to a safe area if life at risk;
- prevent water from entering property if possible;
- switch off electricity and gas supplies at mains;
- move valuable possessions above areas liable to be flooded.

Contact details

Information and advice on flooding

Environment Agency

www.environment-agency.gov.uk

Call us on **08708 506 506** (Mon-Fri 8-6)*

Ask to be put through to your local Environment Agency office.

email: enquiries@environment-agency.gov.uk

Floodline

www.environment-agency.gov.uk/flood

0845 988 1188 (24 hours)

- Find out what flood warning service is available where you live.
- Get practical advice on what to do before, during and after a flood.
- Ask for your quickdial number for easy access to local warnings.

Insurance

General insurance queries:

The Association of British Insurers

www.abi.org.uk

0207 600 3333

Flood products and services

National Flood Forum (Blue Pages)

www.floodforum.org.uk

01299 403055

The Construction Centre

Flood resistance and resilience contact:

CIRIA

www.ciria.org/flooding

0207 549 3300

* Weekday Daytime calls cost 8p plus up to 6p/min from BT Weekend Unlimited. Mobile and other providers' charges may vary.

Checklist

1. Check my site licence to see if there are any conditions relating to flood risk
2. Write flood evacuation plan. Make sure that all staff are aware it exists, know their role in the plan and where it is located
3. Put up flood warning information signs around the site
4. Have a flood monitoring and warning system in place
5. Put in place practical ways of minimising flood risk if suitable
6. Check my insurance covers my business for flood damage, business interruption and lost revenue

We welcome any feedback on the information provided in this guidance. Call us on 08708 506 506 (Mon-Fri 8-6) and ask to be put through to your local Environment Agency office. Email: enquiries@environment-agency.gov.uk



Flood action!

In the event of a flood warning



Gather your family and leave the caravan



Report to your assembly point at



Do not walk or drive through floodwater

Six inches can knock you off your feet, two feet can float your car



In an emergency call 999

Site manager:

For flood advice phone
the Environment Agency's
Floodline **0845 988 1188**



Person responsible for
activating evacuation plan

Emergency contact number



Environment
Agency

flood evacuation plan

For caravan and camping sites

Site name

Address

Tel:

Floodline quickdial number

Which Environment Agency flood warnings
are you registered to receive?

Local flood warning trigger
*i.e. when water reaches bottom
of the bridge, sound siren*

Evacuation Assembly Point

Be prepared for flooding. Act now

- 1** Actions to be taken during a flood
 - A** When to activate your flood evacuation plan
 - B** Evacuate staff and visitors
 - C** Locations at risk and flood actions
 - D** Key locations
 - E** Protective actions / Hazardous materials
 - F** Protective actions / Important items
 - G** Resources required

- 2** Actions to be taken after a flood
 - A** Recovery and clean-up
 - B** Suppliers and external links

- 3** Contact lists
 - A** Important contacts
 - B** Staff / volunteer contact list

1 Actions to be taken during a flood

A When to activate your flood evacuation plan

The following information should be put into action when your trigger is reached. This trigger would be a flood warning from the Environment Agency or the trigger you have set yourself.

Identify the actions you will take before activating your flood evacuation plan

	Action	Trigger	Refer to Section	Action completed
1				
2				
3				
4				
5				
6				
7				
8				

1 Actions to be taken during a flood

B Evacuate staff and visitors

Identify the actions you will take to safely evacuate staff and visitors during a flood.

	Action	Trigger	Refer to Section	Action completed
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

1 Actions to be taken during a flood

C Locations at risk and flood actions

Look at the flood risk map of your site. Divide the flood risk area of your site into different uses, such as camping area, tourers and statics, site office and shower block etc. Identify the flood actions for each use. Consider the risk to visitors on site and to where they will be evacuated. Indicate on the map where an Evacuation Assembly Point will be.

Priority	Use	Action by site staff / volunteers	Equipment required	Time required	Risk to life	Evacuation action
1						
2						
3						
4						
5						
6						
7						
8						

1 Actions to be taken during a flood

D Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

1 Actions to be taken during a flood

E Protective actions / Hazardous materials

Hazardous materials on site which should be considered during a flood - *Answer the following if applicable.*

Materials	Description of location	How to protect from a flood (i.e. move, cover, tie down)
Chemicals (including cleaning products)		
Oil based products (gasoline, oil, cooking oil etc.)		
Gas cylinders		

1 Actions to be taken during a flood

G Resources required

Note basic building materials required. If materials are not needed, write in 'not appropriate'.

Materials	Used for	Items to protect / where to use	Storage location	Done
Sand and sandbags (unfilled), shovel, plastic sheeting	Creating flood barriers			
Tools - hammer, nails, saw	Boarding up doors, windows and openings, creating shelves			
Wood - plywood, blocks of wood	Boarding up doors, windows and openings, creating shelves			
Sturdy plastic sheeting	Sandbag barriers, pulling up around furniture and appliances			
Plastic bags	Putting around legs of tables and chairs			
Pallets	Raising stored stock above flood level			
Emergency power generator	Essential electrical appliances			

2 Actions to be taken after a flood

A Recovery and clean-up

The recovery and clean-up period following a flood often involves more effort than required during it. Identify the actions you will take after a flood.

	Action	Trigger	Refer to Section	Action completed
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

2 Actions to be taken after a flood

B Suppliers and external links

Identify back-up plans for disruption of deliveries, or arrangements for short-notice cancellation with suppliers. Also include contacts for alternative accommodation for visitors.

Supplier	Supplier contact and telephone	Contingency plan	Alternative delivery address

List companies / reputable contractors whose help you may need after a flood. Get contracts in place, or know who to call for assistance. If help is not needed or you plan to do the work yourself, leave this section blank.

Materials	Company name	Contact	Telephone / mobile	Contract agreed
Hazardous materials response team				
Water pumping services				
Suppliers of emergency power / equipment				
Earthmoving or engineering				

3 Contact lists

A Important contacts

	Company name	Contact name	Telephone (office hours)	Telephone (out of hours)
Floodline	Environment Agency		0845 988 1188	0845 988 1188
Local Environment Agency office				
Electricity provider				
Gas provider				
Water company				
Telephone provider				
Insurance company and policy number				
Local Authority				
Local radio station				
Travel/weather info				
Police				
Fire and Rescue Service				
Ambulance Service				
Electrician				
Plumber				

**Would you like to find out more about us,
or about your environment?**

Then call us on

08708 506 506* (Mon-Fri 8-6)

email

enquiries@environment-agency.gov.uk

or visit our website

www.environment-agency.gov.uk

incident hotline 0800 80 70 60 (24hrs)

floodline 0845 988 1188

*** Weekday daytime calls cost 8p plus up to 6p/min from BT Weekend Unlimited.
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