

PROCEDURE 2

Building fire, smoke or explosion

Purpose: Evacuate people immediately and move dogs only where it can be done without delaying escape.



SITE CUSTOMISATION REQUIRED. This national baseline must be adapted through a site risk assessment, worker consultation and advice from the relevant state or territory regulator, emergency services, council, insurer and veterinarian. Human life takes priority.

Business and site details

Business legal name		Trading name	
Site / branch		ABN	
Physical address		Emergency entry / cross street	
Site manager		Incident Controller	
Maximum dogs		Maximum people	
Operating hours		Main phone	

Document control

Issue date		Next review date	
Approved by		Position	

Activate this procedure when

- Smoke, flames, heat, explosion, burning smell, activated detector, fire alarm, electrical arcing or emergency-services direction.

P Protect people	A Alert and activate	W Welfare and secure dogs	S Sign off accountability
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Step-by-step emergency response

- 1** **Raise the alarm.** Call 000, activate the building alarm and state that dogs are present, the approximate number, hazardous substances and any person or animal believed trapped.
- 2** **Rescue only from immediate danger.** Move a person in immediate danger only if it is safe. Do not enter smoke or an unknown atmosphere.
- 3** **Contain before opening.** If the exit path is clear, attach leads or close dogs into transportable crates before opening kennel-room or external doors. Use the pre-assigned exit and dog teams.
- 4** **Evacuate.** Leave by the nearest safe route. Close doors behind you if possible. Do not lock them. Do not use lifts unless emergency services direct it.
- 5** **Muster and count.** Place dogs in separated assembly zones. Complete people and dog counts and report discrepancies to the warden and fire service.
- 6** **Extinguish only if safe.** A trained person may use the correct firefighting equipment only for a small fire, with a clear escape path and no delay to evacuation.
- 7** **Control access.** Keep gates and emergency access clear. Nobody re-enters until the fire service authorises it.

Do not

- | | |
|-------------|--|
| STOP | Open multiple kennel doors at once. |
| STOP | Release dogs loose outside unless emergency services direct it as the only life-preserving option. |
| STOP | Re-enter for belongings, records or animals. |

After the immediate danger

- Arrange veterinary assessment for burns, smoke exposure, breathing changes or heat exposure.
- Relocate dogs if the site is unsafe, without power/water/ventilation, contaminated by smoke or firefighting water, or inaccessible to owners.
- Isolate fire debris and battery devices; preserve the origin area for investigators.

Assigned emergency roles

Incident Controller	Selects the safe action, liaises with emergency services and authorises recovery.	
People / Area Warden	Protects people, sweeps assigned areas if safe and reports status.	
Dog Movement / Canine FA	Secures, identifies, separates, triages and moves dogs within training.	
Communications / Recorder	Calls services and owners, maintains the time log and preserves records.	

Procedure readiness checklist

- ☐ Maintain compliant alarms, detection, emergency lighting, extinguishers and fire blankets.
- ☐ Post primary and alternate evacuation routes and keep every exit and fire-service access point clear.
- ☐ Stage correctly fitted leads, harnesses and transportable crates near dog areas without blocking exits.
- ☐ Assign dog movement teams and separated assembly zones sized for the site's maximum occupancy.
- ☐ Keep a current hazardous-substance list and advise emergency services that dogs are on site.
- ☐ Practise a full evacuation, including an after-hours scenario for boarding facilities.

Site-specific arrangements

Fire panel / alarm location	
Primary and alternate exits	
People and dog assembly zones	
Hazardous substances / cylinders	

Emergency contacts and notifications

Triple Zero - Fire		Owners and emergency veterinarian	
Insurer / WHS regulator if required		Primary / emergency vet	

Recommended drill: Evacuate people first, then move dogs by assigned zones and reconcile the complete manifest.

Drill, review and authorisation record

Last drill date		Participants	
Corrective action owner		Action due date	
Procedure authorised by		Authorisation date	
Gaps identified / corrective actions			

Sources and further guidance

- [1] [Safe Work Australia - Emergency plans and procedures](#)
- [2] [Safe Work Australia - WHS duties for emergency plans](#)
- [5] [Triple Zero - Australia's emergency call service](#)
- [13] [Fire and Rescue NSW - In case of fire](#)
- [19] [Safe Work Australia - Incident notification](#)

Review date: source links and national emergency numbers were checked for the master manual on 31 August 2026. Confirm local numbers, warnings, laws, codes, licences and veterinary arrangements before issue and at every review.