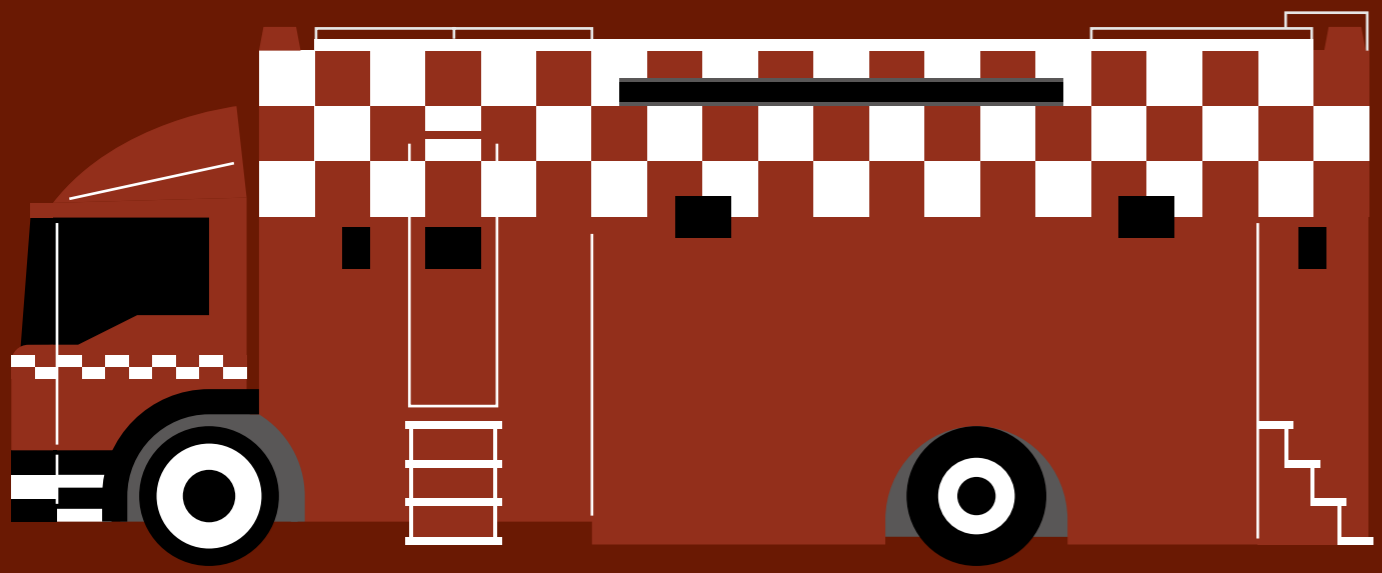
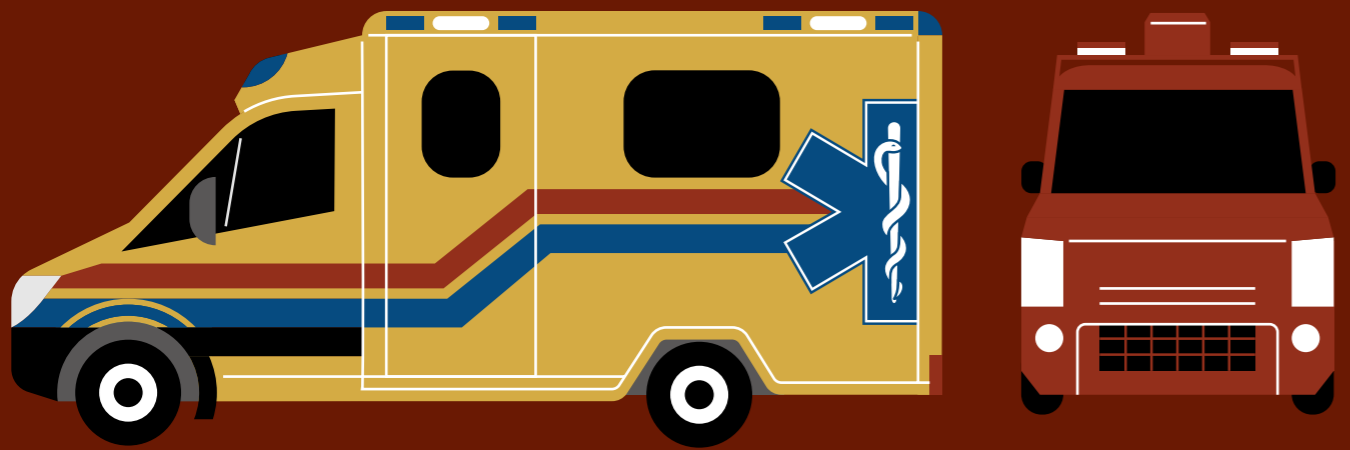




行动
OPERATIONS

01



服务承诺 Performance Pledge

本处处理楼宇火警召唤的规定召达时间，楼宇密集地区为六分钟，楼宇分散和偏远地区则为 9 至 23 分钟。本处承诺致力达至目标，务求楼宇密集地区 92.5% 的楼宇火警召唤及楼宇分散和偏远地区 94.5% 的楼宇火警召唤，能在规定召达时间内获到场处理。至于紧急救护服务，目标召达时间为 12 分钟。本处承诺致力达至目标，务求在整体紧急救护召唤中，有 92.5% 能在目标召达时间内获到场处理。

二零二零年，有 94.8% 的楼宇火警召唤和 94.1% 的紧急救护召唤，在规定 / 目标召达时间内获到场处理。

年内，100% 的迫切火警危险投诉均在 24 小时内获得处理。

The graded response time for calls regarding fires in buildings is six minutes for built-up areas and nine to 23 minutes for areas of dispersed risks and isolated developments. The department pledges to achieve the target of 92.5% for building fire calls in built-up areas and 94.5% for dispersed risks and isolated developments. For emergency ambulance service, the target response time is 12 minutes and the department pledges to achieve the target of 92.5% of all emergency ambulance calls.

In 2020, 94.8% of building fire calls and 94.1% of emergency ambulance calls were responded to within the graded/target response time.

During the year, 100% of complaints of imminent fire hazards were handled within 24 hours.

a 上水文锦渡一个货柜场发生火警，由于火场远离水源，消防人员需拖喉 400 多米灌救。

A fire breaks out at a container yard in Man Kam To, Sheung Shui. Fire personnel relay water from more than 400 metres away to fight the blaze due to a lack of nearby water supply.

b 一名女子在港铁九龙塘站月台跳轨，消防处人员将她救出送院抢救。

FSD personnel rescue and convey a woman, who has jumped onto the tracks from the platform at MTR Kowloon Tong Station, to hospital for emergency rescue.



星岛日报图片 Sing Tao Daily photo



苹果日报图片 Apple Daily photo

扑灭火警 FIREFIGHTING



二零二零年，本处接获的火警召唤由二零一九年的 37,606 宗，减少至 33,632 宗。年内，火警造成 24 人丧生和 307 人受伤，获救的有 9,848 人；伤者中有七人是执行职务时受伤的消防人员。

在同年接获的 33,632 宗火警召唤中，有四宗涉及三级或以上的火警。煮食时发生意外是酿成火警的主要原因，此类火警共有 1,058 宗。因电力故障而酿成的火警有 739 宗；由于不小心处理或弃置燃着的物品（例如烟蒂、火柴和蜡烛）而酿成的火警则有 631 宗。另外，因故意放火而酿成的火警共有 643 宗。至于警钟误鸣（主要由自动警报系统失灵引致）则占火警召唤总数约 71.3%。

The number of fire calls decreased from 37,606 in 2019 to 33,632 in 2020. During the year, fires claimed 24 lives and injured 307 persons while 9,848 persons were rescued. Among the injured were seven fire officers who sustained injuries in the line of duties.

Of the 33,632 fire calls received in 2020, four involved no. 3 alarm or above fires. Accidents occurred during cooking were the major causes of fires, totalling 1,058 cases. General electrical fault contributed to 739 fires, while careless handling or disposal of lighted materials, such as cigarette ends, matches and candles has led to 631 fires. Also, there were 643 deliberate fires. Unwanted alarms, triggered mainly by faulty automatic alarm systems, contributed to about 71.3% of the total number of fire calls.



苹果日报图片 Apple Daily photo

瞩目火警概述 Notable Fires

一月八日
January 8

北角大兴楼一个住宅单位发生一级火警，消防处动用两条灭火喉及两队烟帽队灌救。事故中有十人吸入浓烟不适送院。消防人员共疏散 13 人到安全地方。

A no. 1 alarm fire broke out at a residential unit in Tai Hing Building, North Point. The FSD used two jets and mobilised two breathing apparatus teams to fight the blaze. Ten persons felt unwell after inhalation of smoke and were conveyed to hospital. A total of 13 persons were evacuated to safety by fire personnel.

一月三十一日
January 31

观塘翠屏北村翠楠楼一个住宅单位发生一级火警，两人送院后不治。事故中有约 100 人自行疏散。

A no. 1 alarm fire broke out at a residential unit in Tsui Nam House, Tsui Ping (North) Estate, Kwun Tong. Two persons were later certified dead at hospital. A total of about 100 persons self-evacuated.

四月二十八日
April 28

三艘停泊在观塘避风塘内的游艇冒出大量浓烟和火焰，消防处动用六座灭火轮水炮、三条灭火喉及一队烟帽队灌救。

Heavy dense smoke and flames billowed out of three pleasure vessels anchored inside the Kwun Tong Typhoon Shelter. The FSD used six fireboat monitors, three jets and mobilised one breathing apparatus team to fight the blaze.



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c
d 三艘停泊于观塘避风塘的游艇冒烟起火，消防处派遣灭火轮到港，动用水炮及灭火喉灌救。

Smoke and flames billow out of three pleasure crafts berthing at the Kwun Tong Typhoon Shelter. The FSD deploys fireboats to fight the blaze with monitors and jets.

七月二日
July 2

屯门良景村良萃楼一个住宅单位发生一级火警，三人吸入浓烟不适送院，其中一人经抢救后不治。消防人员共疏散41人到安全地方，另有约200人自行疏散。

A no. 1 alarm fire broke out at a residential unit in Leung Shui House, Leung King Estate, Tuen Mun. Three persons felt unwell after inhalation of smoke and were conveyed to hospital. One of whom was later certified dead despite rescue attempts. A total of 41 persons were evacuated to safety by fire personnel and about 200 persons self-evacuated.

七月十九日
July 19

葵涌葵俊苑葵裕阁一个住宅单位发生三级火警，消防处动用两条灭火喉及两队烟帽队灌救，并于肇事单位内发现一名死者，另有一人吸入浓烟不适，需送院治理。行动中，消防人员共疏散约100人到安全地方，另有约200人自行疏散。

A no. 3 alarm fire broke out at a residential unit in Kwai Yue House, Kwai Chun Court, Kwai Chung. The FSD used two jets and mobilised two breathing apparatus teams to fight the blaze. A dead body was found in the affected unit. One person felt unwell after inhalation of smoke and was conveyed to hospital for medical treatment. During the operation, a total of about 100 persons were evacuated to safety by fire personnel and about 200 persons self-evacuated.

七月二十日
July 20

天水围田厦路田心村一间铁皮屋发生二级火警，消防处动用两条灭火喉及两队烟帽队协助灌救，并疏散附近约20人到安全地方。消防人员于火场内发现一名死者，另有两人受伤送院。

A no. 2 alarm fire broke out at a tin-sheeted structure in Tin Sam Tsuen, Tin Ha Road, Tin Shui Wai. The FSD deployed two jets and two breathing apparatus teams to fight the blaze. A total of about 20 persons were evacuated to safety. A dead body was found in the affected unit. Two persons were injured and conveyed to hospital for medical treatment.

七月二十七日
July 27

屯门黄金海岸一个建筑地盘发生三级火警，消防处调派43辆消防车及四辆救护车，出动170名消防员，动用五条灭火喉及六队烟帽队灌救。行动中，消防人员救出一名被困天秤的工人，另有150人自行疏散。

A no. 3 alarm fire broke out at a construction site in Hong Kong Gold Coast, Tuen Mun. The FSD deployed a total of 43 fire appliances, four ambulances, 170 fire personnel, five jets and six breathing apparatus teams to fight the blaze. During the operation, fire personnel rescued a worker trapped in a tower crane. A total of 150 persons self-evacuated.



e 香港01图片 HK01 photo



f 香港01图片 HK01 photo

e | f 屯门黄金海岸一个建筑地盘发生三级火警，消防人员升起消防梯，开喉灌救。

A no. 3 alarm fire erupts at a construction site in Hong Kong Gold Coast, Tuen Mun. Fire personnel fight the blaze with an aerial ladder.



苹果日报图片 Apple Daily photo

九月二十四日
September 24

沙田沥源村荣瑞楼一个住宅单位发生三级火警，消防处动员 200 名消防及救护人员，动用两条灭火喉及两队烟帽队灌救。消防人员于肇事单位内发现一名死者，另救出 10 人及一只狗，当中四人吸入浓烟不适送院。事故中有约 300 人自行疏散。

A no. 3 alarm fire broke out at a residential unit in Wing Shui House, Lek Yuen Estate, Sha Tin. The FSD mobilised 200 fire and ambulance personnel, two jets and two breathing apparatus teams to fight the blaze. A dead body was found in the affected unit. Ten persons and a dog were rescued, four of whom felt unwell after inhalation of smoke and were conveyed to hospital. About 300 persons self-evacuated.

十一月三日
November 3

马鞍山利安村利盛楼一个住宅单位发生三级火警，消防处动用一条灭火喉及一队烟帽队灌救。事故中约 150 名住客自行疏散。

A no. 3 alarm fire broke out at a residential unit in Lee Shing House, Lee On Estate, Ma On Shan. The FSD used one jet and mobilised one breathing apparatus team to fight the blaze. About 150 residents self-evacuated.

十一月十五日
November 15

油麻地广东道 562 号一个单位发生一级火警，消防处调派 14 辆消防车、25 辆救护车，动用一条灭火喉及两队烟帽队，共动员 153 名消防及救护人员参与救援，于肇事大厦救出十多名人士。救护人员将 18 名伤者送往多间医院治理，当中八人送院后伤重不治。

A no. 1 alarm fire broke out at a unit on 562 Canton Road, Yau Ma Tei. The FSD deployed 14 fire appliances, 25 ambulances, one jet, two breathing apparatus teams and a total of 153 fire and ambulance personnel for the rescue operation. A dozen or so persons were rescued from the affected building. Eighteen injured were conveyed to various hospitals by ambulance personnel for medical treatment, eight of whom subsequently died from injury after they reached hospital.

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星岛日报图片 Sing Tao Daily photo

g
h
油麻地广东道 562 号一个单位发生一级火警，消防处动员 153 名消防及救护人员参与救援。

A no. 1 alarm fire breaks out at a unit on 562 Canton Road, Yau Ma Tei. The FSD mobilises 153 fire and ambulance personnel for the rescue operation.

其他火警
Other Fires



15.2.2020

旺角一个住宅单位发生火警，消防人员升起消防梯将被困的住客救出。

A fire occurs in a residential unit in Mong Kok. Fire personnel rescue the trapped residents with an aerial ladder.

星岛日报图片
Sing Tao Daily photo



25.10.2020

消防人员于重阳节期间扑灭元朗多宗山火。

Fire personnel put out a number of hill fires in Yuen Long during the Chung Yeung Festival.

香港 01 图片
HK01 photo

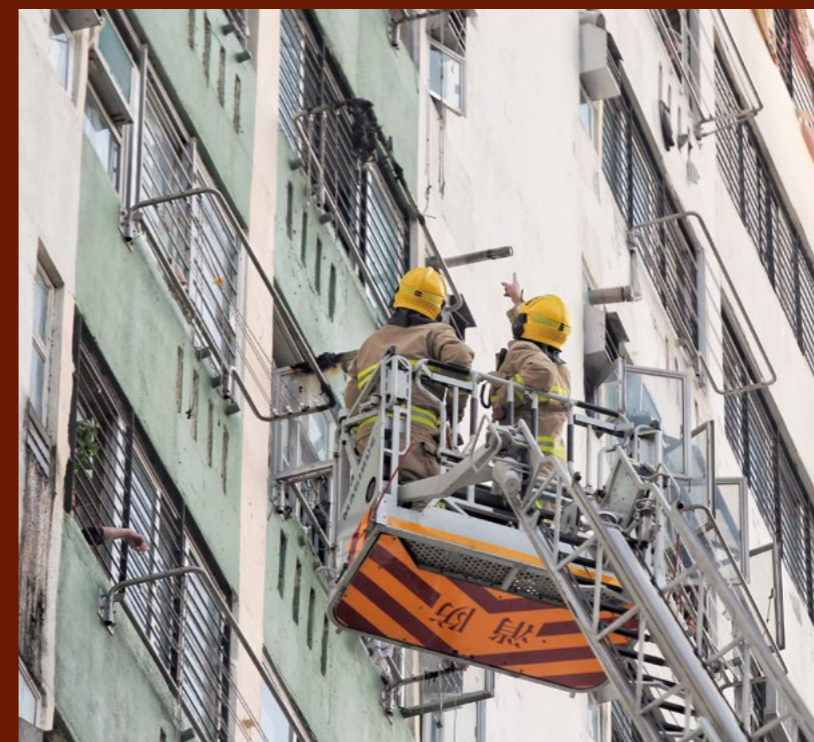


10.3.2020

青衣一个回收场发生火警，火势猛烈。由于火场远离水源，消防人员需拖喉逾百米灌救。

A fierce fire rages at a recycling storage site in Tsing Yi. Fire personnel relay water from more than a hundred metres away to fight the blaze due to a lack of nearby water supply.

星岛日报图片
Sing Tao Daily photo



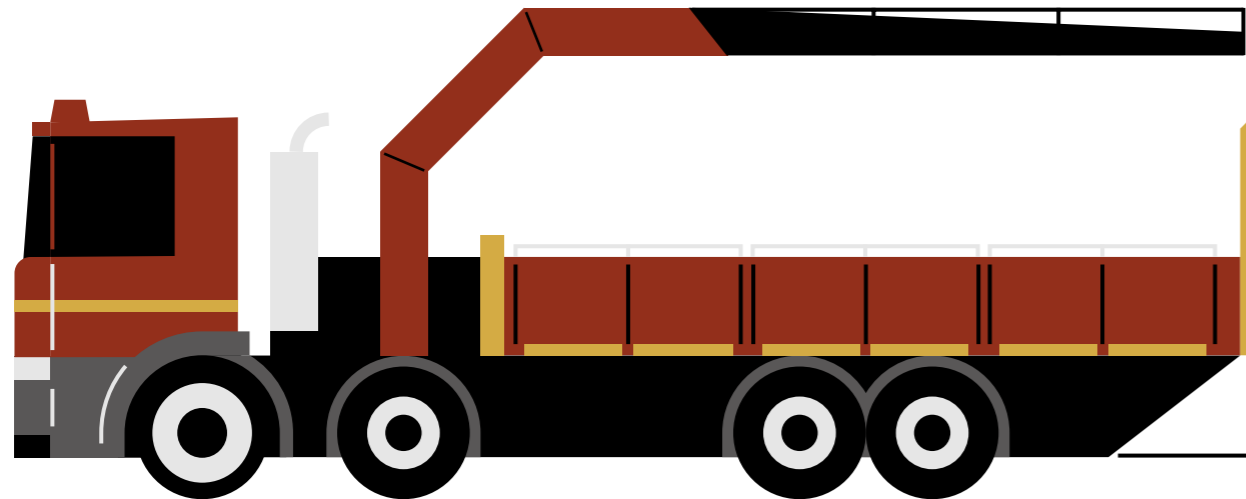
27.12.2020

荃湾梨木树村一个住宅单位发生火警，消防人员升起消防梯，进行调查。

A residential unit in Lei Muk Shue Estate, Tsuen Wan, catches fire and fire personnel set up an aerial ladder to conduct an investigation.

香港 01 图片
HK01 photo

特别服务 SPECIAL SERVICES



本处为多类事故提供救援服务，例如交通意外、攀山拯救、船舶失事、有人被困升降机或被锁室内、气体泄漏、楼房倒塌、水浸、山泥倾泻、工业意外和有人企图从高处跳下等。

二零二零年，本处共接获 32,358 宗特别服务召唤，当中录得 927 人丧生，1,438 人受伤。在各类需要本处协助的特别服务个案中，被困升降机的个案仍占大多数，有 10,987 宗。其他的还有被锁室内个案占 1,217 宗，锯树个案 1,039 宗，易燃液体或气体泄漏个案 250 宗。

The department provides a wide range of rescue services for various incidents such as traffic accidents, mountain rescue, shipwrecks, persons trapped/shut in lifts or locked in premises, gas leakages, house collapses, flooding, landslides, industrial accidents and persons attempting to jump from heights.

A total of 32,358 special service calls were received in 2020, with 927 fatalities and 1,438 injuries recorded. Among the special service cases that required assistance from the FSD, trapped/shut in lift remained to be the largest category, with 10,987 cases. Others include 1,217 cases of locked in premises, 1,039 cases of tree cutting and 250 cases of leakage of flammable liquids or gases.

瞩目特别服务事故概述

Notable Special Service Incidents

一月二十一日
January 21

一艘香港海关的巡逻艇在沙洲一带海面巡逻期间发生翻船意外，两人堕海后获救，另有三人被困船舱。消防处共出动五艘灭火轮、四辆消防车及九辆救护车，派出72名消防及救护人员进行救援，包括12名潜水员。事故中两人受轻伤，三名被困的海关人员由消防潜水员救出，送院后证实死亡。

A Customs and Excise Department vessel overturned while conducting a patrol at the waters near Sha Chau. Two persons who fell overboard were rescued; another three were trapped in the cabin. The FSD mobilised a total of five fireboats, four fire appliances, nine ambulances as well as 72 fire and ambulance personnel, including 12 divers, to come to the rescue. Two persons were slightly injured in the incident. The three trapped Customs officers were rescued by the FSD divers but later certified dead at hospital.

五月二十八日
May 28

立法会综合大楼内发生怀疑气体泄漏事故，消防处派员到场调查。经探测后，并无发现有害或可燃气体。消防人员其后将由立法会职员发现的物质交予警方进一步调查。事件中有一人不适需要送院治理。

A suspected gas leakage incident occurred in the Legislative Council Complex and the FSD personnel were turned out to the scene to investigate. Neither noxious nor combustible gas was detected. The fire personnel later handed the substance found by the staff of the Legislative Council to the police for further investigation. One person felt unwell in the incident and had to be conveyed to hospital for medical treatment.

六月四日
June 4

立法会综合大楼内发生怀疑涉及化学物品事故，消防处派员到场调查，发现议事厅有两个装有液体及昆虫尸体的胶樽。经探测后，并无发现有害或可燃气体。消防人员其后将有关物品交予警方进一步处理。

An incident involving suspected chemicals occurred in the Legislative Council Complex. The FSD personnel were turned out to the scene to investigate and found two plastic bottles containing liquid and insect bodies in the Chamber. Neither noxious nor combustible gas was detected. The fire personnel later handed the items in question to the police for further action.

六月十四日
June 14

青衣环境保护署化学废物处理中心的焚烧炉正进行年度维修工程，其间怀疑临时内部工作台倒塌，导致多名工人受伤，当中四人被困。消防处出动15辆消防车、18辆救护车，共99名消防及救护人员进行拯救，并派出坍塌搜救专队到场协助。事故中有10名工人受伤送院。

A working platform was suspected to have collapsed during the annual maintenance work of an incinerator at the Chemical Waste Treatment Centre of the Environmental Protection Department in Tsing Yi, causing multiple injuries. Four of the injured workers were trapped. The FSD mobilised 15 fire appliances, 18 ambulances, 99 fire and ambulance personnel to come to the rescue. The Urban Search and Rescue Team also attended. Ten workers were injured in the incident and conveyed to hospital.

八月十三日
August 13

一辆中型货车在荃锦公路失事堕下约五米的山坡，受伤司机由消防人员救出送院。

A medium goods vehicle fell about five metres down the slope of a hillside off Route Twisk after a traffic accident. The injured driver was rescued by fire personnel and conveyed to hospital.

十月七日
October 7

富丽敦海洋公园酒店地盘一幅砖墙倒塌，一名男子被困，由消防人员救出，送院后证实不治。

A man was trapped by a collapsed brick wall at the construction site of the Fullerton Ocean Park Hotel. He was rescued by fire personnel and later certified dead at hospital.

i 一辆中型货车在荃锦公路失控冲落山坡，消防人员及坍塌搜救专队到场救出被困司机。

A medium goods vehicle loses control and plunges down a hillside from Route Twisk. Fire personnel and the Urban Search and Rescue Team are dispatched to the scene to rescue the trapped driver.

j 立法会综合大楼内发生一宗怀疑化学品泄漏事故，消防处派员到场调查。

An incident involving a suspected chemical spillage takes place in the Legislative Council Complex. FSD personnel are turned out to conduct an on-site investigation.



香港01 图片 HK01 photo



香港01 图片 HK01 photo



星岛日报图片 Sing Tao Daily photo

k 环境保护署青衣化学废物处理中心有工作台倒塌，导致多名工人受伤。消防处派出坍塌搜救专队，以及99名消防及救护人员进行拯救。

The collapse of a working platform at the Chemical Waste Treatment Centre of the Environmental Protection Department in Tsing Yi results in multiple injuries. The FSD mobilises the Urban Search and Rescue Team as well as 99 fire and ambulance personnel to come to the rescue.

其他特别服务事故 Other Special Service Incidents



11.1.2020

一辆旅游巴士在东涌裕东路行驶时，与一辆私家车相撞，继而冲向一辆吊臂车的尾部，消防人员救出被困司机。

Fire personnel rescue the trapped driver of a coach, which first collides with a private car and then crashes into the back of a crane lorry when travelling along Yu Tung Road, Tung Chung.

星岛日报图片
Sing Tao Daily photo



17.1.2020

长青公路发生三车相撞，消防人员救出一名被困伤者。

Fire personnel rescue a trapped patient in a collision involving three vehicles on Cheung Tsing Highway.

香港 01 图片
HK01 photo



26.7.2020

消防人员升起消防梯协助一名反锁在屋内的男子。

Fire personnel use an aerial ladder to assist a man who locks himself in the flat.

星岛日报图片
Sing Tao Daily photo



5.9.2020

一名男子在飞鹅山卫奕信径行山时失足堕下山坡受伤，消防及救护人员到场将他救起送院。

A man stumbles and falls down a hillside while hiking at Wilson Trail on Fei Ngo Shan. He is rescued and sent to hospital by the fire and ambulance personnel.

香港 01 图片
HK01 photo



17.9.2020

一棵大树倒塌并压着三辆车，消防人员锯开树干营救伤者。

A big tree collapses and crushes three vehicles. Fire personnel cut down the tree trunks to rescue the trapped injured.

香港 01 图片
HK01 photo



19.11.2020

消防人员在尖沙咀海旁救起一名堕海人士。

Fire personnel save a person who has fallen into the sea on the waterfront of Tsim Sha Tsui.

香港 01 图片
HK01 photo

救护服务 AMBULANCE SERVICE



二零二零年，救护总区共处理 689,788 宗召唤，平均每天 1,885 宗，救助伤病者共 612,797 人，平均每天 1,674 人。

截至二零二零年年底，消防处救护车队共有 428 辆救护车，另配备两辆辅助医疗装备车、41 辆急救医疗电单车、四辆流动伤者治疗车、四辆快速应变急救车和六辆乡村救护车，为市民提供服务。

In 2020, the Ambulance Command responded to 689,788 calls, representing an average of 1,885 calls per day. A total of 612,797 patients, or a daily average of 1,674 patients, were handled.

As at the end of 2020, the FSD operates a fleet of 428 ambulances. In addition, the department also manages two Paramedic Equipment Tenders, 41 Emergency Medical Assistant Motorcycles (EMAMCs), four Mobile Casualty Treatment Centres, four Rapid Response Vehicles (RRVs) and six Village Ambulances to serve the community.



所有紧急救护车、急救医疗电单车和快速应变急救车的当值救护人员均具备辅助医疗资格。辅助医疗主管除使用自动心脏除颤器等复苏设备外，亦能施用多种药品纾缓伤病者的病情或减轻其痛苦，例如糖尿病急症、过敏反应、低血容量性休克、大量出血、兴奋性谵妄综合症、心源性胸痛、气促、抽搐和服食过量药物等情况。

本处自二零二零年三月起，陆续于救护车上装设名为除颤监护仪的新仪器。这部集多种功能于一身的精密仪器，不仅可用作除颤器，亦是具备十二导程心电图功能的伤病者监护仪，预计于二零二一年第一季于所有消防处救护车上装设，让救护人员取得及传送院前十二导程心电图，提高施行复苏法和监护伤病者的行动效率和成效。救护人员可即场取得胸口疼痛伤病者的院前十二导程心电图，然后将报告传送予医院管理局辖下公立医院急症室，以便院方尽早作好准备，提供专科治疗。此外，本处于二零二零年十月引入视像窥喉镜。此仪器能让救护人员更清楚地检视伤病者声门的情况，尤其有助处理怀疑或确诊有异物阻塞气道的伤病者，所以对临床气道处理有深远影响。

所有快速应变急救车的执勤人员和特选的救护车主管均能为心脏骤停的伤病者于静脉或骨内注射肾上腺素。此外，合资格的快速应变急救车执勤人员亦可使用便携式超声波扫描器，为疑似腹腔内

出血的严重创伤者进行检查，以决定是否要进行创伤分流。

为了让辅助医疗主管对人体解剖学和病理生理学有更多认识，并提升他们这方面的技巧，本处与香港中文大学合办名为「无言老师」的教学计划，内容包括讲解人体不同器官和实习临床技巧。

l 救护人员于长洲以乡村救护车将一名伤病者送到直升机停机坪，准备送院。

Ambulance personnel mobilise a village ambulance in Cheung Chau Island to send a casualty to the helicopter pad for conveying to the hospital.

m 一名女子在红磡家维村墮楼受伤，救护人员将她送往医院抢救。

A woman injured from a fall from a building in Ka Wai Chuen, Hung Hom is rushed to hospital for emergency rescue by ambulance personnel.



香港 01 图片 HK01 photo

All emergency ambulances, EMAMCs and RRVs are manned at the paramedic level. Apart from using resuscitation equipment such as automated external defibrillators (AED), paramedic supervisors can also administer various drugs to ease patients' illnesses or alleviate their suffering such as diabetic emergencies, anaphylaxis, hypovolemic shock, massive bleeding, excited delirium syndrome, cardiac chest pain, shortness of breath, seizure and drug overdose.

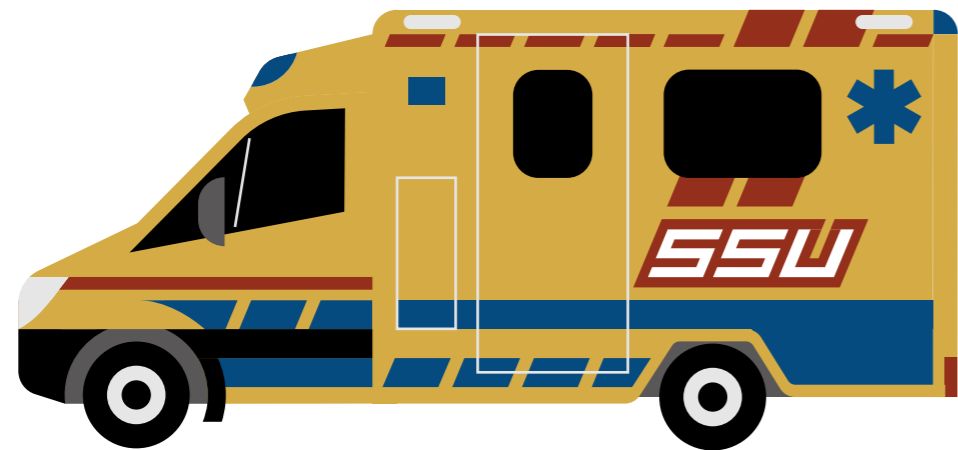
Since March 2020, the FSD ambulances have been fitted with a new equipment called defibrillator monitor on a progressive basis. The all-in-one compact equipment is not only a defibrillator but also a patient monitor with 12-lead electrocardiogram (12-lead ECG) capability. It is expected that all FSD ambulances will be installed with the new equipment in the first quarter of 2021 for obtaining and transmitting pre-hospital 12-lead ECG, so that the operational efficiency and effectiveness in resuscitation and patient monitoring can be enhanced. Ambulance crew will perform pre-hospital 12-lead ECG on patients with chest pain at the scene, before transmitting the reports to the Accident and Emergency Department of public hospitals under the Hospital Authority for their early preparation and provision of specialised treatment. The department also introduced the video laryngoscope in October 2020. The equipment has had a profound impact on the clinical

airway management since it can provide a better glottic view for the ambulance personnel, especially when taking care of suspected or confirmed patients with foreign body airway obstruction.

All RRV officers and selected ambulance supervisors can administer adrenaline via intravenous or intraosseous route for cardiac arrest patients. Furthermore, qualified RRV officers can use portable ultrasound sonography in handling major trauma patients who are suspected to have intra-abdominal bleeding to determine whether trauma diversion is required.

To enhance the paramedic supervisors' knowledge of human anatomy and pathophysiology and sharpen their skills in this respect, a teaching programme named "Silent Teacher Scheme", which includes an introduction to different human organs and practice of clinical skills, has been run jointly by the department and the Chinese University of Hong Kong.

对抗 2019 冠状病毒病 FIGHTING AGAINST COVID-19



自二零二零年年初香港爆发 2019 冠状病毒病以来，市民的日常生活受到严重影响，全港有数以万计人受感染。病毒在全球迅速扩散，世界各地的确诊感染个案数目急升，情况令人担忧。面对如此逆境，消防处前线人员紧守岗位，竭尽所能处理确诊个案，全方位对抗疫情。

为应对各种挑战，本处一直严阵以待，密切监察疫情最新发展，并持续评估疫情对服务可能造成的影响及对属员带来的健康风险。因应紧急服务的需求上升，本处采取适时及果断的措施，保障本港的公共卫生及安全。

The COVID-19 outbreak since early 2020 has taken a heavy toll on the everyday life of Hong Kong citizens and the virus has infected several thousands of people across the territory. The rapid global spread of the virus and the surging number of confirmed infection cases worldwide are alarming.

In the face of adversity, frontline personnel of the FSD have remained steadfast and spared no effort in handling infection cases as well as fighting the epidemic on all fronts.

To cope with the challenges, the department has been on full alert, closely monitoring the latest situation and conducting continuous assessments on the potential impact on its services and the inherent health risk to its members. Decisive and timely measures have also been put in place to cope with the increasing demand for emergency services, with a view to safeguarding the public health and safety of the city.

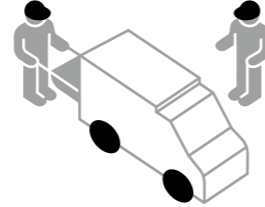
I. 处理 2019 冠状病毒病个案 Handling of COVID-19 cases

7,557 宗
calls



与确诊个案有关的召唤
Calls related to confirmed cases

2,689 名
members



参与处理与确诊个案有关召唤的属员
Personnel involved in the calls related to confirmed cases

处理 2019 冠状病毒病个案 Handling of COVID-19 Cases

消防处在疫情期间为怀疑及确诊 2019 冠状病毒病患者提供紧急服务及送院与转院服务。二零二零年，本处曾处理合共 7,557 宗与确诊个案有关的召唤，涉及 2,652 名救护人员和 37 名消防人员；为此而要接受医学监察的本处人员为数超过 850 人，当中 80 人要转送检疫中心（图 I）。

救护总区的特别支援队（支援队）在前线抗疫工作方面担当多项重要职责，包括协助不同部门把病人送往接受病毒测试，以及把怀疑或确诊患者转送往医院接受治疗。本处与卫生署卫生防护中心及医院管理局（医管局）通力合作，一旦接获与 2019 冠状病毒病有关的召唤，便尽速调派救护车及支援车辆到场，将确诊患者由住所及检疫中心等不同地方接载到设于亚洲博览馆（亚博馆）的社区治疗设施。支援队亦协助处理其他工作，包括把「世界梦号」邮轮上感到不适的船员及乘客和出现病徵的入境旅客送往设于亚博馆的临时检测中心。

此外，为减轻公立医院隔离病床供应的压力，支援队协助公立医院将康复中或病情较稳定的患者转送往亚博馆的社区治疗设施，使这些医院可集中资源照料病情较严重的患者。

过去一年，不时有院舍员工或院友确诊感染 2019 冠状病毒病。这些确诊人士的密切接触者须被送到检疫中心接受检疫，当中包括需要长期卧床、使用轮椅及需要特别照顾的院友。为缩短撤离所需的时间和减低病毒传播的风险，本处除了调派部门的救护车出动，亦协调医管局、医疗辅助队和圣约翰救护机构的车辆及人手，协助尽早撤走密切接触者。



The FSD has provided emergency services, hospital conveyance and inter-hospital transfers for suspected and confirmed COVID-19 patients during the pandemic. A total of 7,557 calls relating to confirmed cases were handled in 2020, with the involvement of 2,652 ambulance personnel and 37 fire personnel. Because of this, more than 850 FSD personnel had to undergo medical surveillance and 80 of them were transferred to quarantine centres (QCs)(Figure I).

The Special Support Unit (SSU) of the Ambulance Command has played multiple important roles at the forefront of the fight against the epidemic, such as assisting different departments in taking patients to COVID-19 testing and transferring suspected or confirmed patients to hospital for treatment. In full cooperation with the Centre for Health Protection (CHP) of the Department of Health (DH) and the Hospital Authority (HA), the

department dispatched ambulances and support vehicles in response to COVID-19 related calls as soon as they were received. Confirmed patients were conveyed from different places, including their residences and the QCs, to the community treatment facility (CTF) at AsiaWorld-Expo (AWE). The SSU also assisted in tasks such as conveying unwell crew members and passengers on the "World Dream" cruise and inbound travellers with symptoms to the temporary test centre at AWE.

In addition, to relieve the pressure of public hospitals on the provision of isolation beds, the SSU assisted public hospitals in conveying patients who were recovering or in relatively stable condition to the CTF at AWE, allowing public hospitals to focus their resources on taking care of the more severe patients.

In the year under review, there were reports from time to time that staff

or residents of residential care homes had contracted COVID-19. In such cases, their close contacts, including bedridden residents, wheelchair users and those requiring special care, were required to be quarantined at the QCs. In order to shorten the evacuation time and minimise the risk of spreading the virus, not only did the department deploy its own ambulances, but it also coordinated vehicles and manpower from the HA, Auxiliary Medical Service and St John Ambulance to help with the early transfer of the close contacts.

a 行政长官林郑月娥（右二）感谢于检疫中心完成检疫观察的属员，赞扬他们走在抗疫最前线。

The Chief Executive, Mrs Carrie Lam (second right), expresses her gratitude to the FSD personnel who completed the quarantine at the QCs, praising them for fighting the infection at the forefront.



南华早报图片 South China Morning Post photo



星岛日报图片 Sing Tao Daily photo



香港 01 图片 HK01 photo



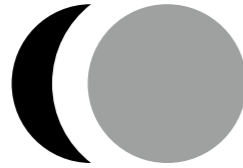
星岛日报图片 Sing Tao Daily photo

救护人员在前线抗疫工作方面担当多项重要职责，包括将怀疑和确诊患者送往医院或设于亚博馆的社区治疗设施，以及协助院内确诊院友的密切接触者撤离。「世界梦号」邮轮抵港后，救护人员将船上不适的船员及乘客和出现病徵的入境旅客送往亚博馆的临时检测中心。

The Ambulance personnel have played important roles in fighting against the epidemic, which include conveying patients with suspected or confirmed COVID-19 to the hospitals or the CTF at AWE, as well as assisting with the evacuation of close contacts of confirmed cases among residents in the residential care homes. Ambulance personnel provide support in transporting unwell crew members and passengers, as well as symptomatic inbound travellers of the "World Dream" cruise to the temporary testing centre at AWE.

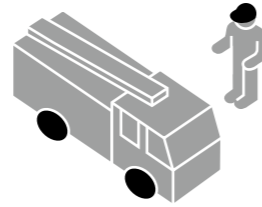
II. 快速应变队 Rapid Response Teams

24 小时
hours



廿四小时候命
Standby round the clock

3,082 名
members



消防处人员参与执行快速应变队的职务
FSD personnel enrolled to perform
RRT duties

检疫中心及 临时设施 Quarantine Centres and Temporary Facilities

随着病毒迅速扩散，本港对检疫及治疗设施的需求亦急增。政府于鲤鱼门公园度假村、西贡户外康乐中心、八乡少年警讯永久活动中心、薄扶林香港伤健协会赛马会伤健营、竹篙湾及亚博馆设立多间检疫中心、社区隔离设施及社区治疗设施。位于亚博馆旁的北大屿山医院香港感染控制中心建造工程亦于九月动工，以加强本港医疗系统的抗疫能力。

为尽速设立检疫中心、社区隔离设施、社区治疗设施及临时医院，消防处随时准备为其他部门提供紧急协助及支援，务求令这些设施能如期竣工。自二零二零年一月起，消防安全总区一直与各政府部门紧密合作，就这些设施的消防安全提供专业意见，并为在这些设施工作的人员举办特别防火讲座。

此外，牌照及审批总区亦就危险品的贮存与消防装置及设备的安装事宜，向建筑署、医管局及项目顾问公司等各个部门及机构提供

专业意见。为加快各项目的整体规划及落成，本处优先处理就项目提交的申请或文件，并成立专责小组，处理有关图则审核、消防装置及设备的认可测试和检查，以及危险品牌照的事宜。

为确保新建的检疫中心及社区隔离设施的消防安全，本处派遣快速应变队到这些设施全日 24 小时候命。每支快速应变队由六名前线人员组成，并配备一辆泵车，提供即时灭火及救援服务，以及定时巡查公众地方，确保其符合消防安全规定。二零二零年，共有 3,082 名消防处人员在其规定工作时数以外的时间，于检疫中心、社区隔离设施及社区治疗设施参与执行快速应变队的职务。本处亦根据现场风险评估制定应变计划，以应对于这些设施发生的紧急事故 (图 II)。



The rapid spread of the virus has led to a surge of demand for quarantine and treatment facilities. Various QCs, community isolation facilities (CIFs) and CTF were set up at Lei Yue Mun Park and Holiday Village, Sai Kung Outdoor Recreation Centre, Junior Police Call Permanent Activity Centre in Pat Heung, the Hong Kong PHAB Association Jockey Club PHAB Camp (PHAB Camp) in Pok Fu Lam, Penny's Bay and AWE. To increase the resilience of the Hong Kong healthcare system against the pandemic, the construction of the North Lantau Hospital Hong Kong Infection Control Centre (HKICC) adjacent to AWE began in September.

To expedite the establishment of the QCs, CIFs, CTF and HKICC, the FSD has stood ready to provide urgent assistance and support to facilitate timely completion of the facilities. Since January 2020, the Fire Safety Command has worked closely with various government departments and

offered them expert fire safety advice. Ad-hoc fire safety talks were also organised for staff working onsite.

Furthermore, the Licensing and Certification Command has provided expert advice to various departments and organisations, such as the Architectural Services Department, HA and project consultants, on the storage of dangerous goods as well as provision of fire service installations and equipment. To expedite the overall planning and completion of the projects, the department has accorded priority to applications or submissions related to the projects. A dedicated team was also set up to handle matters concerning vetting of plans, acceptance tests and inspections of fire service installations and equipment, as well as dangerous goods licences.

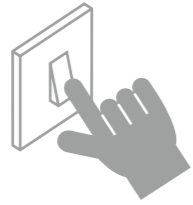
To ensure the fire safety of the newly-built QCs and CIFs, Rapid Response Teams (RRTs), each of which consisting of six frontline

b 快速应变队在新建的检疫中心及社区隔离设施提供紧急灭火及救援服务，以及定时巡查公众地方，确保其符合消防安全规定。RRTs provide emergency firefighting and rescue services as well as conducting regular inspections in the public areas at the newly-built QCs and CIFs to ensure their compliance with the fire safety requirements.

members and a pumping appliance, have been deployed to standby round the clock at these facilities, providing immediate firefighting and rescue services as well as conducting regular inspections of the public areas to ensure their compliance with the fire safety requirements. In 2020, a total of 3,082 FSD personnel were enrolled to perform RRT duties beyond their conditioned hours at the QCs, CIFs and CTF. The FSD also formulated contingency plans to deal with emergencies at the sites based on onsite assessments (Figure II).

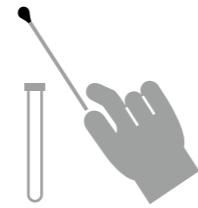
III. 协助执行与检测检疫有关的工作
Assists with quarantine and testing-related tasks

约
about
9,500 次
times



突击检查接受检疫的人士
Spot checks on the confinees

超过
more than
1,500 名
personnel



现职休班及退休消防和救护人员担任社区检测中心主任及采样员
Off-duty and retired fire and ambulance personnel served as officers-in-charge or samplers in community testing centres

支援政府抗疫工作
Support for Government's Anti-epidemic Work

强制检疫

卫生署自二零二零年二月起委任消防处等纪律部队人员协助执行《若干到港人士强制检疫规例》(第599C章)及《外国地区到港人士强制检疫规例》(第599E章)。为加强监察接受强制检疫的人士,本处派出六支由各总区属员组成的巡查专队,每天出动,协助对接受检疫的人士进行突击检查。年内,消防处人员曾进行约9,500次突击检查(图III)。

为支援卫生防护中心成立的家居检疫专责小组的运作,本处自二零二零年七月二十日起,将一名高级救护主任和四名救护主任借调至卫生署,协助专责小组的工作。

普及社区检测计划

政府自二零二零年九月一日起推行普及社区检测计划。消防处除了为检测计划的人员提供设备及人手进行外科呼吸器配适测试外,亦派出超过1,500名现职休班及退休消防和救护人员于全港超过100间社区检测中心担任中心主任及采样员(图III)。

义工服务

香港纪律部队义工服务队的消防处属员和消防处义工队一直积极参与各项义务工作,与社会大众携手抗疫。他们不仅于火炭骏洋村协助搬运及组装家俬,以便该屋村改为临时检疫中心,同时亦协助处理其他工作,例如致电正在接受医学监察的人士,以及为正在接受强制家居检疫的人士戴上电子手环等。他们的贡献获高度赞扬。



c

- c 消防处人员协助对接受强制检疫的人士进行突击检查。
FSD members assist in spot check on persons under compulsory quarantine.
- d 消防处义工在骏洋村为检疫中心作前期准备。
Volunteers from the FSD help set up the quarantine centre in Chun Yeung Estate.



d

Compulsory Quarantine

Starting from February 2020, the DH has appointed officers from the FSD and other disciplinary forces to assist in enforcing the Compulsory Quarantine of Certain Persons Arriving at Hong Kong Regulation (Cap. 599C) and the Compulsory Quarantine of Persons Arriving at Hong Kong from Foreign Places Regulation (Cap. 599E). To strengthen surveillance work on persons under compulsory quarantine, six inspection teams comprising the FSD members from different commands were deployed every day to assist in spot checks on the confinees. About 9,500 spot checks were conducted by the FSD personnel during the year(Figure III).

To support the operation of the Home Quarantine Taskforce established under the CHP, one Senior Ambulance Officer and four Ambulance Officers have been seconded to the DH to assist in the operation of the taskforce since July 20, 2020.

Universal Community Testing Programme

The Government launched the Universal Community Testing Programme (UCTP) on September 1, 2020. In addition to providing equipment and manpower to conduct fit tests of surgical respirators for the programme staff, the FSD dispatched more than 1,500 off-duty and retired fire and ambulance personnel to serve as officers-in-charge or samplers in more than 100 community testing centres across the territory(Figure III).

Volunteer Services

The FSD members of the Hong Kong Disciplined Services Volunteer Corps and the FSD Volunteer Team have been proactively participating in various voluntary work to fight the virus together with the community. Not only did they assist in moving and assembling furniture at Chun Yeung Estate in Fo Tan to turn the housing compound into a temporary quarantine centre, but they also helped with other tasks such as making medical surveillance calls and putting electronic wristbands on persons under compulsory quarantine at home, etc. Their contributions were highly commended.



对前线属员的支援 Support to Frontline Members

个人防护装备
本处站在抗疫前线提供紧急服务，为应付日常运作所需，本处与政府物流服务署建立了紧密联系，以确保能优先获分配外科口罩，以及获供应的数量充足。

另外，在疫情出现初期，本处已预见稳定的防疫物资供应，对抗疫工作十分重要，所以早就探讨各种可行方法，保障防疫物资（尤其是外科口罩）的供应，即使市面一旦出现短缺，亦可循不同途径获得充足物资，例如从全球各地直接采购等。为慎用宝贵资源，确保前线人员能免除健康风险，本处提醒所有单位按「应用则用」的原则使用个人防护装备，并密切监察使用量。

此外，本处亦密切留意个人防护装备的质素，遇有疑问或怀疑不合标准的情况，便向相关政府部门或供应商报告，以便他们立即跟进。

为加强保障消防处属员的健康，本处分别在东涌和竹篙湾消防局

暨救护站安装消毒设施，并在较大机会有群组聚集的工作场所和处所（例如消防及救护学院）加强消毒措施。



- e 机电工程署人员以专门技术喷洒消毒剂为救护车的空调系统消毒。
The Electrical and Mechanical Services Department staff sanitises the air-conditioning system of an ambulance with specialised disinfection technology.
- f 消防处人员利用喷雾机消毒消防处处所。
A member sanitise the FSD's premises with a fogger.
- g 本处为前线人员物色合适的防护面罩。
The FSD sources appropriate face shields for frontline personnel.

Personal Protective Equipment

The department provided emergency services on the frontline in the fight against COVID-19. In order to meet daily operational needs, a close liaison with the Government Logistics Department was established to ensure a sufficient supply of surgical masks, with priority given to the FSD.

Moreover, the department foresaw at the beginning of the epidemic that a stable provision of anti-epidemic supplies would be vital in the fight against the virus. With that in mind, the department started early to explore all possible means to secure the availability of anti-epidemic supplies, especially surgical masks, so that even in case of shortage in the market, sufficient supplies could still be sourced through various ways, such as by direct procurement from across the globe. To exercise prudence in managing the precious resources for the protection of frontline personnel from health risks, all units

IV. 防护及消毒装备 Protective and disinfection equipment

- 1 N95 即棄醫用防護口罩 1870+
Health Care Particulate Respirator and Surgical Mask 1870+, N95



- 2 噴霧機
Fogger



were reminded to use the PPE on an as-needed basis and monitor the consumption closely.

Besides, the FSD has kept a close eye on the quality of the PPE. For doubtful cases or suspected irregularities, reports were made to the government departments concerned or suppliers for immediate follow-up action.

To enhance health protection to the FSD members, disinfection facilities were installed in both Tung Chung and Penny's Bay Fire Stations-cum-Ambulance Depots. Disinfection measures for workplaces and premises with higher possibility of group gatherings, like the FASA, were also enhanced.





资讯发布

本处除了不断检视部门的防疫措施，亦适时提供有关疫情最新发展的资讯，并拟备相关防疫和行动指引，分发予所有单位。

为协助前线人员进行风险评估，并确保他们穿戴合适的个人防护装备处理病人，本处会从召唤者或病人本人收集所得的资料，例如病人的健康状况和外游记录，尽快转达前线人员。消防通讯中心人员会不断更新有占用人接受检疫的建筑物名单，并将之上传至内容管理系统，让前线人员及早作出准备。

特定群组检测计划

为达致「早识别、早隔离、早治疗」的目标，消防处于八月二十六至三十日，在辖下 27 个处所为全体现职属员进行病毒检测。参与此计划而接受检测的属员共有 4,562 人，检测结果全为阴性。

福利支援和提供临时居所

为向居于内地，或与怀疑或确诊 2019 冠状病毒病患者有密切接触，或因个人原因而感疑虑或担忧的消防处属员提供必要的支援，本处在消防及救护学院安排临时宿舍，以表体恤。

福利组亦十分关顾逾 60 名须在检疫中心接受强制检疫或送院治疗的消防处属员，为他们提供全日 24 小时支援。疫情期间，该组共收到 560 名现职属员提出的福利探访/ 支援要求，而该组亦安排了逾 650 次福利探访/ 支援。

防疫抗疫基金

由二零二零年初开始，政府运用防疫抗疫基金推出一系列措施，以提升防疫抗疫能力，包括创造职位，以及每月向按政府服务合约受聘的清洁工人和保安人员发放津贴。为支持这些措施，本处迅速处理向合格工人发放津贴的事宜，并开设逾 300 个有时限的非公务员合约职位，当中涵盖资讯科技、行政、文书和工人职位。



h 消防处属员参与特定群组检测计划，支持政府的抗疫策略。

i The FSD personnel take part in the Target Group Testing Scheme, showing their support for the Government's anti-epidemic strategies.

Information Dissemination

In addition to conducting continuous review of departmental anti-epidemic measures, the FSD also provided timely updates on the development of the pandemic. Relevant anti-epidemic and operational guidelines have been prepared and disseminated to all units.

To assist frontline personnel in conducting risk assessment and ensure that they wear appropriate PPE when handling patients, information such as patients' health conditions and outbound travel records was collected from the callers or patients themselves and then relayed to frontline personnel as soon as possible. The list of buildings with occupants under quarantine has also been continuously updated and uploaded to the content management system by the Fire Services Communication Centre (FSCC) staff to serve as an early alert to frontline personnel.

Target Group Testing Scheme

To achieve the objective of "early identification, early isolation and early treatment", the FSD conducted a department-wide COVID-19 testing scheme for all serving members at 27 FSD premises from August 26 to 30. A total of 4,562 staff took the test and all results were negative.

Welfare Support and Provision of Temporary Accommodation

To provide necessary support to the FSD members who reside in the Mainland, or have close contact with suspected or confirmed COVID-19 patients, or have concerns or worries for personal reasons, the department has arranged temporary quarters at the FASA on compassionate grounds.

The Welfare Section has also taken good care of over 60 FSD members who were required to undergo compulsory quarantine at the QCs or admitted to hospital for treatment by rendering them round-the-clock

assistance. During the pandemic, the section received requests for welfare visit/support from a total of 560 serving members, and arranged more than 650 welfare visits/support sessions.

Anti-epidemic Fund

The Government has launched a series of initiatives under the Anti-epidemic Fund (AEF) to enhance anti-epidemic capability since early 2020, including creating jobs and giving monthly allowance to cleansing and security workers employed under government service contracts. In support of the initiatives, the department has promptly handled disbursements to eligible workers and created over 300 time-limited non-civil service contract positions, covering information technology, executive, clerical and workman services.

调派及专门行动
单位 / 队伍
MOBILISING &
SPECIALISED
OPERATION
UNITS / TEAMS





调派及通讯 Mobilising and Communications

消防通讯中心配备第三代调派系统，全日 24 小时均有人员当值，负责调派所有灭火和救护资源，为市民适时提供消防和救护服务。中心亦接收有关火警危险和危险品的投诉，并在大型紧急事故或重大灾难中，担当政府其他部门和公用事业机构之间的紧急协调工作。

本处采用数码集群无线电系统，能确保事故现场的无线电通讯有效运作，效率良好。

调派后指引

本处为紧急救护召唤者提供调派后指引，协助消防通讯中心人员于调派救护车后，就身体创伤、不省人事、心脏骤停等 30 多种伤病情况，即时向紧急救护召唤者提供全面而适切的急救指引。

指引简单清晰，易于执行。电脑系统会自动把伤病者的资料传送到奉召出动的救护车或消防车，让车上人员在抵达现场前可作更好的准备。召唤者获提供调派后指引，则可在救护车到场前协助稳定伤病者的情况。二零二零年，消防通讯中心为 498,817 宗紧急救护召唤提供调派后指引。

载入电脑系统的各项程序，由国际紧急调派研究院编制。逾 40 个地区（包括内地、美国、加拿大、英国、法国及澳洲）的 3,000 多个紧急部队调派中心，都已采用类似的电脑系统和相关程序。消防通讯中心所有人员均已受训成为紧急医疗调派员；本处亦已成立质素改善组，以确保调派后指引的服务表现理想。消防通讯中心一直履行国际紧急调派研究院的所有认证要求，并正式通过认证，获确认为第 275 间认可卓越中心。

The Fire Services Communications Centre (FSCC), manned round-the-clock and equipped with the Third Generation Mobilising System, mobilises all firefighting and ambulance resources to provide timely fire and ambulance services to the community. The centre also receives complaints about fire hazards and dangerous goods and acts as an emergency co-ordinator for other government departments and public utilities during large-scale emergencies or major calamities.

The use of Digital Trunked Radio System ensures effective and efficient radio communications at the scenes of incidents.

Post-dispatch Advice

Post-dispatch advice (PDA) under the Emergency Ambulance Service (EAS) enables the FSCC personnel to offer immediate, comprehensive and appropriate advice to callers after dispatching ambulances, on more than 30 types of injuries and sicknesses, including physical trauma, loss of consciousness and cardiac arrest.

PDA is simple and easy to follow. The computer system will automatically send the information of the patient to the responding ambulance/fire appliance to enable the crew on board to make better preparation before arriving at the scene. With the provision of PDA, the caller can help stabilise the patient's condition before the arrival of the ambulance. The FSCC provided PDA for 498,817 EAS callers in 2020.

The protocols incorporated into the computer system were developed by the International Academies of Emergency Dispatch (IAED). Similar computer systems and corresponding protocols have been adopted by some 3,000 mobilising centres of emergency services in more than 40 regions, including the Mainland, the United States, Canada, the United Kingdom, France and Australia. All FSCC personnel have been trained to be emergency medical dispatchers. A Quality Improvement Unit has also been set up to ensure the satisfactory delivery of PDA. Having consistently fulfilled all the accreditation requirements of the IAED, the FSCC has been officially recognised as the 275th Accredited Centre of Excellence.



机场消防队 Airport Fire Contingent

机场消防队共有 258 名人员，主要为香港国际机场提供飞机紧急事故的救援和灭火服务。机场消防队由两间消防局和两间海上救援分局组成，分别设于机场的策略性位置，共配备 14 辆消防车、两辆救护车、两艘指挥船和八艘快艇。

鉴于飞机意外很可能酿成重大伤亡，机场消防队采用国际民航组织建议的标准，迅速应变。在最佳的能见度和路面情况下，机场消防队处理跑道上任何位置事故的召达时间为两分钟，而其他飞机活动区事故的召达时间则为三分钟。二零二零年，机场消防队曾处理 66 宗与飞机有关事故和 789 宗救护召唤。

The primary role of the 258 staffed Airport Fire Contingent is to provide aerodrome rescue and firefighting services for Hong Kong International Airport (HKIA). The contingent, comprising two fire stations and two rescue berths at strategic locations in the airport, is equipped with 14 fire appliances, two ambulances, two command boats and eight speedboats.

In view of the high potential of mass casualty emergency arising from an aircraft accident, the contingent adopts a timely response conforming to the International Civil Aviation Organisation recommendations. Our response times to any point of each runway and any other part of the movement area within HKIA in optimum visibility and surface conditions are two minutes and three minutes respectively. In 2020, the contingent responded to 66 incidents involving aircrafts and 789 ambulance calls.



潜水组 Diving Unit

潜水组约有 150 名潜水员，分属五支潜水队，专责利用压缩空气和混合气体潜水装备，执行香港水域内所有水深不超过 70 米的水底搜救行动。该组亦与劳工处的医疗人员合作管理消防处加压设施，提供高压氧气治疗。

潜水行动及训练支援队持续提供潜水行动支援，并为本处潜水员及其他消防和救护人员提供专门的潜水和水中拯救训练。

为提升水面拯救能力，本处购置了八套遥控救生浮标，并于二零二零年十一月投入使用。

The Diving Unit has five diving teams, comprising about 150 divers who are responsible for all underwater search and aquatic rescue operations to a maximum depth of 70 metres within Hong Kong waters with the aid of both compressed air and mixed gas diving equipment. The unit also manages the FSD Compression Chamber Facility for hyperbaric oxygen treatment in collaboration with medical staff of the Labour Department.

The Diving Operation and Training Support Team provides continuous operational support and specialised diving and aquatic rescue training to the FSD divers as well as other fire and ambulance personnel.

To enhance water surface rescue capability, eight sets of remote-controlled life-saving buoys were procured and put into commission in November 2020.



灭火轮 Fireboats

港岛总区辖下海务及潜水区负责管理九艘灭火轮、一艘潜水支援船、两艘潜水支援快艇和三艘快艇。

船队一直与时俱进，不断现代化。现时有一艘新快速救援船正于芬兰建造。该船的航速可达40节，能提高本处在香港水域的应变效率，预计于二零二一年第四季付运。此外，还有另一艘新灭火轮正在建造中。该灭火轮航速可达25节，具自动扶正功能，能应付香港水域的灭火及救援行动，预计于二零二二年第三季付运。

至于新的七号灭火轮，已于二零二零年一月付运到港，并于二零二零年十月投入服务。该灭火轮为世界上第一艘获得船级社认证的民用核生化防卫船，采用双体船设计，长约35米，阔12米，排水量约407公吨，配备专门的侦测和监察仪器，以及先进洗消设施，能处理核生化及辐射事故，以及即场进行洗消程序。船上配备四台柴油主机及装有喷射推进系统，最高航速可达每小时35节；另设有两台出水量可达每分钟15,000公升的独立消防泵、两台遥控水炮、八个消防栓、一艘由船尾下水装置降下和收回的救生艇和三艘救生筏，海上救援量最高达420人。

The Marine and Diving Division under the Hong Kong Island Command operates a fleet of nine fireboats, a diving support vessel, two diving support speedboats and three speedboats.

Modernisation and enhancement of the fleet are carried out on an on-going basis. A new Fast Rescue Vessel (FRV) is under construction in Finland. The FRV, which can cruise at a speed of 40 knots, will enable faster response in Hong Kong waters. It is expected to be delivered in the fourth quarter of 2021. There is also another new fireboat under construction in Taiwan. The fireboat can cruise at a speed of 25 knots, with self-righting feature to cope with firefighting and rescue operations in Hong Kong waters. It is expected to be delivered in the third quarter of 2022.

The new Fireboat 7 was delivered to Hong Kong in January 2020 and put into commission in October 2020. It is the world's first civil nuclear, biological and chemical defense ship certified by the ship classification society. The new catamaran is about 35 metres long with a breadth of 12 metres and a displacement of about 407 tonnes. Equipped with special detectors, monitors and sophisticated decontamination facilities, the fireboat is capable of handling chemical, biological, radiological and nuclear incidents and conducting on-site decontamination procedures. With four marine diesel engines and a jet propulsion system, the vessel can achieve a maximum speed of 35 knots. Fireboat 7 carries two independent fire pumps which can produce flow of 15,000 litres per minute, two remote-controlled water monitors, eight fire hydrants, a rescue daughter boat released and recovered by a stern launching system and three life rafts; the vessel has a maximum sea rescue capacity of 420 persons.



烟火特遣队 Compartment Fire Specialists

消防处透过室内烟火特性训练，向前线消防人员深入教授现代的构筑物灭火知识和技巧，以提升处理楼宇火警的效率和安全性。自推出室内烟火特性训练课程以来，已有超过15,000名不同职级的消防人员接受室内烟火特性训练组训练。室内烟火特性训练教官既掌握理论知识，亦会接受日常实火训练，时刻准备充足，能在高温和烟雾弥漫的环境执行任务。

烟火特遣队由消防及救护学院的合资格室内烟火特性训练教官组成，共有28名队员。他们除了执行一般教学职务外，亦会出动处理三级或以上的楼宇火警，以及一些牵涉如地库和隧道具特殊风险处所的火警。烟火特遣队的主要职务是进行现场动态风险评估、监测火警进程，以及就潜在的极端烟火特性发出预警；又提供技术意见和协助现场总指挥制订灭火策略，并参与实际灭火行动，为前线人员提供即时技术支援。此外，烟火特遣队亦会协助监督前线人员的行动效率，并为灭火行动进行质素保证评估。

The FSD equips frontline fire personnel with in-depth knowledge and skills on modern structural firefighting through Compartment Fire Behaviour Training (CFBT), in order to enhance the efficacy and safety in tackling building fires. More than 15,000 fire personnel of different ranks have been trained by the CFBT unit since the introduction of CFBT courses. Theoretical knowledge coupled with daily live fire training can get the CFBT instructors well prepared for operations in heat and smoky environment.

The team of Compartment Fire Specialists (CFSs) comprises 28 qualified CFBT instructors of the Fire and Ambulance Services Academy (FASA). On top of their normal instructional duties, the specialists attend building fires of no. 3 alarm and above, and fire involving premises with special risks, such as basement and tunnel. Their main duties are to conduct on-site dynamic risk assessment, monitor fire progression and give alerts about potential extreme fire behaviours. They offer technical advice and assist Incident Commanders in formulating firefighting strategies, and provide immediate technical support to frontline personnel by participating in actual firefighting operations. The CFSs also assist in overseeing the operational efficiency of frontline members and conducting quality assurance (QA) for firefighting operations.



有害物质专队 HazMat Team

有害物质专队由三层架构组成，分别是有害物质专科训练主管、有害物质事故支援队，以及前线有害物质分队。

有害物质专队的主要职务，是向处理有害物质事故的现场总指挥提供有关行动策略、应对方法和安全措施的建议。专队队员亦会监察和评估现场情况，采取适当的缓解措施，以控制和尽量减低有害物质事故对公众及环境的影响。截至二零二零年，本处共有 879 名属员接受了相关的全面训练，成为合资格的有害物质技术人员。

为进一步提升紧急事故的应变能力，由 19 名消防及救护学院教官组成的有害物质事故支援队，会制订、更新和提供各种有害物质训练，以及参与不同的有害物质事故演习和操练。支援队亦会到有害物质事故现场，为前线人员提供技术支持，并向现场总指挥提供专业意见，以及进行质素保证评估，确保有关人员安全处理有害物质事故。

The Hazardous Materials (HazMat) Team has a three-tier hierarchy which encompasses a HazMat Team leader, the HazMat Support Unit (HSU) and the frontline HazMat Group.

The main duties of the HazMat Team are to advise Incident Commanders on the operational strategies, tactics and safety measures in HazMat incidents. Its members also monitor and assess the situation at the scene, and carry out appropriate mitigation measures to contain and minimise the impact on the public and environment in such incidents. As at 2020, a total of 879 members of the team have received extensive training and become qualified HazMat Technicians.

To further enhance emergency preparedness, the HSU, a HazMat specialised group comprising a pool of 19 HazMat instructors deployed at the FASA, formulates, updates and delivers various HazMat training. It also participates in different HazMat exercises and drills. The HSU members attend HazMat incidents to provide frontline personnel with technical support, offer professional advice to the Incident Commanders, and conduct QA assessment to ensure that such incidents are handled in a safe manner.



坍塌搜救专队 Urban Search and Rescue Team

为提升部门应对本地或海外大型紧急事故的行动能力，本处成立了坍塌搜救专队。专队会被调派处理严重的特别服务事故，包括建筑物倒塌、山泥倾泻、隧道或密闭场地拯救、壕坑拯救、飞机事故、涉及重型车辆、机车和公共交通工具的交通事故，以及任何需要专业起吊操作或使用爆破装备的事故。

坍塌搜救专队共有 170 名队员，由特种救援队的特选消防和救护人员组成，队员在周年体能测验中皆取得最高等级。

教官会利用消防及救护学院的独特训练设施，模拟不同坍塌事故现场的环境，包括瓦砾堆、列车出轨，甚至是高速公路坍塌，为学员提供实境训练，提高他们的救援技能和技巧。

为进一步提高坍塌搜救行动的效率，由消防及救护学院坍塌搜救教官组成的一支支援队，会在大型事故发生时应召出勤，向现场总指挥提供技术建议和支援，以应付棘手或复杂的情况。他们亦会在坍塌搜救行动期间，协助监察前线队员的安全，并为行动进行质素保证评估。为进一步提高专业水平，坍塌搜救专队队员多年来均有参加各种训练课程和比赛，紧贴最新发展，并与内地和海外同业交流救援行动技巧。

The Urban Search and Rescue (USAR) Team has been established to enhance the department's capability in responding to major emergencies occurred locally or overseas. It is deployed to handle serious special service incidents including building collapses, landslides, tunnel or confined space rescues, trench rescues, aircraft incidents, traffic incidents involving heavy vehicles, locomotives and public transport, as well as any other incidents requiring the use of specialised heavy duty lifting or breaking in equipment.

The USAR Team consists of 170 fire and ambulance personnel who are selected from the Special Rescue Squad and have scored the highest grades in the annual physical fitness assessment.

The unique training facilities at the FASA enable instructors to replicate different USAR including rubble piles, train derailments and even motorway collapse rescues for trainees to experience real scenario-based training and enhance their rescue skills and techniques.

To further enhance USAR operational efficiency, a Support Team, formed by the USAR instructors deployed at the FASA, will attend major incidents to provide technical advice and support to Incident Commanders in tackling difficult or complicated scenarios. They also assist in overseeing the safety of frontline personnel during USAR operations and conduct QA for the operations. To further enhance their professional competence, USAR members have participated in various training courses and competitions over the years to keep abreast of the latest developments and exchange techniques in rescue operations with their Mainland and overseas counterparts.



攀山拯救专队 Mountain Search and Rescue Team

为巩固部门在山岭搜救行动中的应变能力，本处成立了攀山拯救专队，并由攀山拯救支援队提供支援。

攀山拯救专队由六个攀山拯救小组组成，分别派驻西贡、梨木树、筲箕湾、石硤尾、马鞍山和大埔东六间消防局。专队主要负责迅速找出需要救援人士的位置并确保其安全。专队队员参与拯救工作前，均已完成为期三周的山岭搜救训练，并配有特别装备以进行快速搜救行动。二零二零年，各行动总区共有 180 名攀山拯救专队队员。

攀山拯救支援队队员则包括消防及救护学院技术救援组的合格技术教官，主要职务是协助山岭搜救行动的现场总指挥评估现场情况，找出待救伤者可能身处的位置，并制订合适的搜救策略。

The Mountain Search and Rescue Team (MSRT), supported by the Mountain Search and Rescue Support Team (MSRST), has been formed to enhance the department's capability in responding to mountain search and rescue incidents.

The MSRT consists of six Mountain Search and Rescue Units (MSRUs) stationed at six fire stations, namely Sai Kung Fire Station, Lei Muk Shue Fire Station, Shau Kei Wan Fire Station, Shek Kip Mei Fire Station, Ma On Shan Fire Station and Tai Po East Fire Station. The main duty of the team is to quickly locate and secure persons in need of assistance. The MSRT members are required to complete three-week mountain search and rescue training before engaging in such duty. They are equipped with special equipment for quick search and rescue operations. In 2020, there were 180 MSRT members in the operational commands.

The MSRST comprises qualified technical instructors from the Technical Rescue Unit of the FASA. Its main duties are to assist Incident Commanders in assessing information in order to identify possible locations of casualties and formulate suitable search and rescue strategies during mountain search and rescue incidents.



高空拯救专队 High Angle Rescue Team

高空拯救专队的主要职务是在独特高空环境执行救援任务，例如缆车、塔式起重机、桥塔、建筑地盘棚架和高楼大厦的吊船。高空拯救专队全体队员均曾接受为期五周的进阶高空拯救训练，以备在各种高空拯救行动中，使用绳索和专门装备执行救援工作。

来自行动总区的 60 名高空拯救专队队员，分别派驻薄扶林、田心和九龙湾三间指定消防局，平日会执行一般消防人员的灭火职务，有需要时则出动参与高空拯救特别行动。为保持高空拯救专队队员的专业技能，并确保他们掌握最新技巧，本处持续为队员提供各种情境训练，例如在缆车、摩天轮和货柜码头的实地救援训练。

The main duty of the High Angle Rescue Team (HART) is to carry out rescue operations at high angle locations with special features such as cable cars, tower cranes, bridge towers, scaffoldings at construction sites and suspended working platforms of high-rise buildings. All the HART members have received five-week advanced training to perform rescue involving the use of ropes and specialised equipment in various high angle rescue operations.

The 60 HART members in operational commands are posted to three designated stations, namely Pok Fu Lam Fire Station, Tin Sum Fire Station and Kowloon Bay Fire Station. They perform firefighting duties as normal firefighters and will be turned out for special high angle rescue operations when required. Different types of on-going and scenario-based training, such as on-site rescue training at cable car, observation wheel and container terminal, are provided to the HART members to maintain their competence and update their skills.



事故安全队 Incident Safety Team

事故安全队共分四队，分别驻守宝马山、九龙湾、荔景和元朗消防局。事故安全队除了会在事故现场对前线人员进行安全和现场质素保证审核外，还为各消防局进行质素保证审核。为使本处的服务标准更加一致，事故安全队会整合从行动事故观察所见的良好作业方式，于到访消防局时公告各单位。事故安全队各队长均符合美国国家防火协会 NFPA 1521：消防部门安全官员专业资格标准。二零二零年，事故安全队曾在 677 宗火警事故和 375 宗特别服务事故中出动，对前线人员进行安全和现场质素保证审核。

The Incident Safety Team (IST) is sub-divided into four teams and they are stationed at Braemar Hill Fire Station, Kowloon Bay Fire Station, Lai King Fire Station and Yuen Long Fire Station respectively. In addition to conducting safety and on-scene QA audits of frontline personnel at scenes of incidents, the IST also conducts QA audits for all fire stations. For better alignment of the standard of service, good practices observed during operational incidents will be consolidated and promulgated to various units during the station visits. All officers of the team are qualified with NFPA 1521: Standard for Fire Department Safety Officer Professional Qualifications. In 2020, the IST attended 677 fire incidents and 375 special service incidents for conducting safety and QA audits of frontline personnel.



特勤支援队 Tactical Support Unit

特勤支援队提供全日 24 小时的行动支援，以应付大型和需长时间处理的行动事故的灭火及救援需要。特勤支援队有 78 名成员，职级由消防员至高级消防队长不等，当中 11 人组成管理队伍，其余分别来自三个行动总区和调派及通讯组的成员则组成行动队伍。行动队伍成员会暂调消防及救护学院，接受核心训练和专队相关覆检，以维持技能水平。

二零二零年，特勤支援队共 1,600 名属员曾执行有关职务。行动方面，该队曾出动处理四宗三级火警、参与六次「打铁趁热」消防安全宣传活动，以及在 75 项大型公众活动中执勤。该队亦曾在重阳节为因配合策略而增派到指定消防局的消防车提供人手支援。

The Tactical Support Unit (TSU) provides round-the-clock operational support to meet the firefighting and rescue needs in major and prolonged operational incidents. The TSU comprises 78 members of ranks ranging from Senior Station Officer to Fireman. Among them, 11 members make up the Management Team, while the rest from the three operational commands as well as the Mobilising and Communications Group form the Operational Team (OT). Members of the OT are temporarily attached to the FASA where they undergo core training and relevant specialist revalidations to maintain the standards of their skills.

In 2020, a total of 1,600 service members performed the duties. On the operational front, the TSU attended four no. 3 alarm fires, six events under the Hot Strike Fire Safety Publicity Campaign and 75 major public events. It also provided manpower support for additional fire appliances strategically deployed at designated fire stations during Chung Yeung Festival.



特别支援队 Special Support Unit

特别支援队为专责队伍，其作用是于特别节日、发生涉及大量伤者事故和大型事故时，以及疫症爆发期间，加强紧急救护服务的应变能力和行动效率。支援队由 60 名救护人员组成，分为五队，策略性地分别派驻五个救护站，每个行动区各有一队。

该队队员会因应事故出动，分担其他救护单位的工作量和应付迫切的服务需求。此外，他们会接受处理涉及大量伤者事故和大型事故的训练，并参与相关演习或操练；也会视察香港西九龙站、启德邮轮码头、边境管制站、香港国际机场、屯门至赤鱘角连接路等高风险地点，以熟悉环境；以及就不同课题主持讲座，提升救护人员的行动和行政效率。

在二零二零年本港爆发 2019 冠状病毒病疫情期间，特别支援队在部门应对大型事故和突发情况方面担当了极其重要的角色。其支援使本处能够维持高效的社区紧急救护服务。

为减轻公营医疗系统的压力，特别支援队被派往运送怀疑个案至检测中心接受病毒检测，以及运送确诊个案至各个社区治疗设施和社区隔离设施接受治疗。

The Special Support Unit (SSU) is a dedicated team which aims to enhance the responsiveness and operational efficiency of the EAS during special festivals, multiple casualties incidents (MCIs), major incidents and outbreaks of epidemics. It comprises 60 ambulance personnel who are divided into five teams deployed strategically at five ambulance depots, with one in each operational division.

Apart from being turned out to help alleviate the workload of other ambulance units and meet service exigencies in incidents, the SSU members also undergo training and participate in exercises or drills for handling MCIs and major incidents; conduct site visits to high-risk locations such as Hong Kong West Kowloon Station, Kai Tak Cruise Terminal, border control points, HKIA and Tuen Mun-Chek Lap Kok Link to familiarise themselves with the facilities; and deliver talks on various topics for the purpose of improving the operational and administrative efficiency of ambulance personnel.

In 2020, the SSU played a critical role in the department's handling of major incidents and unpredicted situations during the outbreak of the COVID-19 epidemic in Hong Kong. Its support helped maintain effective emergency ambulance service for the community.

To alleviate the pressure on the public healthcare system, the SSU was deployed to convey suspected cases to COVID-19 testing centres for virus testing and confirmed cases to community treatment facilities and community isolation facilities for treatment.



先遣急救员 First Responders

先遣急救员计划旨在由受过训练的前线消防人员，在救护人员到场前为伤病者进行基本维生急救。本处设有进阶救护学训练计划，培训全体前线消防人员成为先遣急救员。截至二零二零年年底，共有 4,241 名消防人员取得此资格。

二零二零年，先遣急救员曾出动处理 24,881 宗个案，为 13,786 名伤病者进行基本维生急救，并向 1,473 名已没有呼吸或脉搏的伤病者施以心肺复苏急救。

The First Responder Programme aims to provide basic life support to casualties and patients by trained frontline fire personnel before the arrival of the ambulance crew. The Advanced Ambulance Aid Training Programme prepares all frontline firefighters for performing duties as first responders. As at the end of 2020, a total of 4,241 fire personnel have obtained the qualification.

In 2020, the first responders attended 24,881 cases and provided basic life support to 13,786 casualties and patients. They also performed cardiopulmonary resuscitation on 1,473 persons who had stopped breathing or had no pulse.



搜救犬队 Search and Rescue Dog Team

攀山拯救专队成立后，本处亦增设了一支搜救犬队，由三头两用搜救犬和三名领犬员组成。这些搜救犬能在瓦砾区和山区执行搜救任务。

The Search and Rescue Dog Team was set up upon the formation of the MSRT. It comprises three dual-purpose search and rescue dogs and three dog handlers. The dogs can perform search and rescue operations in both rubble areas and mountainous areas.



火警调查犬组 Fire Investigation Dog Unit

火警调查犬组辖下有三支火警调查犬队，每队有一名领犬员和一头火警调查犬。

在火警现场，火警调查犬运用与生俱来的敏锐嗅觉，协助领犬员确定现场是否有助燃剂，并寻找证物，例如弃置的助燃剂容器。它们灵活敏捷，可更快速有效地搜索大范围的地方，有助缩短调查人员挖掘和收集余烬所需的时间。该三支火警调查犬队由一名技术主管督导，并由该主管负责监督现场的助燃剂侦测行动，以及评估火警调查犬的持续训练需要。

二零二零年，火警调查犬队曾在三宗火警事故的现场进行侦测，协助消防人员迅速确定现场有助燃剂，绩效显著。年内，火警调查犬队除执行行动职务外，还曾参与九项宣传活动。

The Fire Investigation Dog Unit is composed of three Fire Investigation Dog Teams, each consisting of one handler and one fire investigation dog (FID).

The FIDs utilise their inborn sensitive sense of smell to assist dog handlers in determining the presence of accelerants and seizing exhibits, such as abandoned containers of accelerants, at fire scenes. Their agility enables more swift and efficient search over a large area, thereby shortening the time required by investigation personnel for excavation and debris collection. The three teams are under the supervision of a Technical Supervisor who supervises them in accelerant detection operation at the scene. The supervisor is also responsible for assessing the FIDs' continuous training needs.

In 2020, the teams were highly effective in conducting at-scene detection in three fire incidents, and assisted the fire personnel in confirming speedily the existence of accelerants. In addition to operational duties, they also attended nine publicity events during the year.

调派后指引
Post-dispatch
Advice 498,817
宗
Calls

机场消防队
Airport Fire
Contingent 258
成员
Members

烟火特遣队
Compartment
Fire Specialists 28
成员
Members

灭火轮
Fireboat 9
灭火轮
Fireboats

1
潜水支援船
Diving support
vessel

2
潜水支援快艇
Diving support
speedboats

3
快艇
Speedboats

潜水组
Diving Unit 150
潜水员
Divers

有害物质专队
HazMat Team 879
合格有害物质技术人员
Qualified HazMat
Technicians

坍塌搜救专队
Urban Search
and Rescue Team 170
成员
Members

攀山拯救专队
Mountain Search
and Rescue Team 180
成员
Members

高空拯救专队
High Angle
Rescue Team 60
成员
Members

事故安全队
Incident Safety
Team 4
队
Teams

特勤支援队
Tactical Support Unit 78
成员
Members

特别支援队
Special Support Unit 60
成员
Members

先遣急救员
First Responders 4,241
合格消防人员
Qualified fire
personnel

火警调查犬组
Fire Investigation
Dog Unit 3
队
Teams

搜救犬队
Search and Rescue
Dog Team 3
队
Teams

纪念仪式 COMMEMORATIVE CEREMONIES

a 时任处长李建日代表部门在清明悼念仪式上向殉职同袍致敬。

The then Director Daryl Li Kin-yat pays tribute, on behalf of the FSD, to the fallen heroes of the department at a memorial ceremony held on the Ching Ming Festival.

b 处长梁伟雄带领本处代表于「消防处纪念日」向英勇殉职的属员献上花圈。

On the Fire Services Remembrance Day, Director Joseph Leung Wai-hung leads the department representatives to lay a wreath in memory of the brave members who gallantly gave their lives in the line of duty.



消防处成立超过一个半世纪，属员一直竭力履行「救灾扶危，为民解困」的使命。为向历来殉职的同袍致以最崇高的敬意，本处于四月二日在浩园和景仰园举行清明悼念仪式。另外，本处亦于十一月三日在消防及救护学院举行「消防处纪念日」。在这庄严的仪式上，本处首长级人员偕同各总区、文职人员、工会和退休属员的代表向因公殉职的英勇属员致敬。

For over one and a half century, members of the FSD have been striving to fulfil the mission of "Serving with courage, passion and commitment". To show our highest respect to the fallen members during Ching Ming Festival, a memorial ceremony was held on April 2 at Gallant Garden and Tribute Garden. The department also held the Fire Services Remembrance Day on November 3 at the FASA. Directorate officers of the department, together with representatives from each command, civilian staff, staff unions/associations and retired members, honoured the bravery and sacrifice of the fallen heroes who lost their lives in the line of duty at the solemn ceremony.