

"The Fire Services Department (FSD) was put through one challenge after another amid the turmoil caused by riots and the epidemic over the past two years. Keeping up our efforts to fulfil the prime mission of 'Serving with courage, passion and commitment', we stood as one to discharge our duties on all fronts, including firefighting and rescue, fire prevention, ambulance services, and mobilising and communications. In the days to come, we will continue to uphold professionalism and go all out to safeguard Hong Kong."

消防处处长 DIRECTOR OF FIRE SERVICES

梁伟雄 LEUNG WAI-HUNG, JOSEPH

# 灭火救援工作

本处于二零二一年共接获33,891宗火警召唤,较二零二零年上升了0.8%。在二零二一年的楼宇火警召唤中,93.75%能够在规定召达时间内到场处理,较既定的服务承诺(即92.5%),高出约1.2%。

年内,三级火警有六宗,比二零二零年的四宗 为多,共有23名市民不幸在火警中丧生。此外, 有306名市民及八名消防人员在火警中受伤, 而获消防人员拯救则共有11,434人。

特别服务召唤方面,二零二一年共有36,176宗,较二零二零年上升了11.8%,当中有1,798名市民受伤,927名市民不幸丧生。攀山拯救事故有951宗,较二零二零年上升了58%,当中有598人受伤,14人不幸丧生,亦有10名消防人员于攀山拯救事故行动中受伤。

# FIREFIGHTING AND RESCUE SERVICES

In 2021, the FSD received a total of 33,891 fire calls, representing an increase of 0.8% against the 2020 figure. Of the building fire calls in 2021, 93.75% were responded to within the graded response time, about 1.2% higher than the department's performance pledge of 92.5%.

During the year under review, there were six No. 3 alarm fires, more as compared to four in 2020. A total of 23 members of the public lost their lives in fires. There were also 306 members of the public and eight fire personnel injured in blazes, while 11,434 persons were rescued by fire personnel from fires.

As regards special services calls, a total of 36,176 calls were received in 2021, representing an increase of 11.8% against the 2020 figure. Among these, 1,798 members of the public were injured and 927 lost their lives. In particular, there were 951 cases involving mountain rescue, which was 58% higher than the amount in 2020. These incidents left 598 persons injured and 14 dead. In addition, 10 fire personnel were injured in the mountain rescue operations.

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分钟

楼宇密集地区 **BUILT-UP AREAS** 



9-23 分钟 MINS

楼宇分散及偏远地区 DISPERSED RISKS AND ISOLATED **DEVELOPMENTS** 



12 分钟 MINS

Ⅱ. 紧急救护召唤目标召达时间

TARGET RESPONSE TIME OF

**EMERGENCY AMBULANCE CALLS** 



93.75%

在规定召达时间内 获得处理 WERE RESPONDED TO WITHIN THE GRADED RESPONSE TIME

+1.25% 92.5% 93.75%

在目标召达时间内 获得处理 WERE RESPONDED TO WITHIN THE TARGET RESPONSE TIME



Ⅲ.巡查 **INSPECTIONS** 

2021年表现

服务承诺目标 Performance pledge

Performance in 2021

414,778 TIMES

FIRE SAFETY **INSPECTIONS**  63%

建筑物消防装置及设备的巡查 INSPECTIONS OF FIRE SERVICE INSTALLATIONS AND



## 防火规管工作

二零二一年,本处积极制订多项防火政策。 《危险品条例》及其附属规例的修订工作已经 完成,将于二零二二年三月正式生效,所作的 修订旨在完善本港危险品规管制度,以利便业 界的运作及更有效保障市民安全。

此外,本处亦主动拆墙松绑,修订《消防(装置 及设备)规例》(第95B章),利便市民自行选 购并于处所安装独立火警侦测器。

本处又于年内推出「消防装置技术员自愿认证 计划」,合资格的消防工程从业员完成所需的 培训,可以获得认证。

本处于二零二一年继续配合香港的基建 发展,积极为各工程项目的消防安全把关。 工程项目包括香港国际机场航天城第一期 港铁屯马线、东铁线过海段扩建部分、西九 文化区、M+博物馆,以及荃湾拼图型自动 泊车系统等。

本处于二零二一年共进行了414,778次防火巡 查,包括260,275次针对建筑物消防装置及设 备维修保养情况的巡查,事后共发出6,694张 「消除火警危险通知书」,并就1,033宗个案提 出检控。

至于危险品管制方面,本处的打击非法燃 油转注特遣队于二零二一年进行了1,043次 巡查,并对128名疑犯采取法律行动,检获逾 183,000公升柴油。

# **FIRE PROTECTION REGULATORY WORK**

In 2021, the FSD made vigorous efforts to formulate a number of fire prevention policies. The amendment of the Dangerous Goods Ordinance and its subsidiary regulations was completed, and the amended legislation to come into force in March 2022. The amendments were made to improve the local regulatory regime on dangerous goods, which will facilitate the operation of trade and give better protection to the public.

Furthermore, the FSD also took the initiative to amend the Fire Service (Installations and Equipment) Regulations (Cap 95B). Members of the public are free to buy stand-alone fire detectors and install them at their premises with the restrictions lifted by the legislative amendment.

The FSD also implemented the Voluntary Recognition Scheme for Fire Service Installation (FSI) technicians in 2021. Eligible FSI practitioners can become recognised FSI technicians after completing the prerequisite

As a gatekeeper for the fire safety of Hong Kong, the department continued to carry out its work proactively to ensure fire safety compliance in infrastructure developments in 2021. These projects included Hong Kong International Airport's SkyCity Phase 1, the MTR Tuen Ma Line and East Rail Line Cross-Harbour Extension, the West Kowloon Cultural District, the M+ museum, as well as the puzzle-stacking automated parking system in Tsuen Wan.

In 2021, the department conducted a total of 414,778 fire safety inspections, including 260,275 inspections of FSIs and equipment in buildings to ensure their proper maintenance. The inspections resulted in a total of 6,694 Fire Hazard Abatement Notices issued and 1,033 prosecutions instituted.

On the control of dangerous goods, the department's Anti-illicit Fuelling Activities Task Force conducted 1,043 inspections in 2021. Legal actions were initiated against 128 suspected offenders with over 183,000 litres of diesel seized.

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## 救护服务

二零二一年的救护召唤总数有765,614宗,较二零二零年上升了75,826宗,增幅为11%,其中紧急救护召唤有715,194宗,与二零二零年的640,236宗相比,增幅为11.7%。

过去一年共有92.4%的紧急救护召唤可以在12分钟的目标召达时间内到场处理,与服务承诺的92.5%比较,低0.1%。本处已策略性地调配现有资源到个别地区,以改善救护服务的目标召达时间。

在2019冠状病毒病疫情肆虐下,本处增拨资源支援前线同事日常工作,除了在数个救护站内增设消毒设施,亦成立了疫情控制及应变专队,以提高应对传染病的能力。

另一方面,本处继续与医院管理局(医管局) 紧密合作。我们于二零二一年二月将院前十二 导程心电图计划全面扩展至医管局辖下所有医 院的急症室,并已在所有救护车安装除颤监护 仪,将病人数据传送给医院,以便院方及早为 紧急治疗程序作准备。此外,「院前中风通报」 机制亦已于二零二一年八月推展至全部这些急 症室。

## 「调派后指引」服务

消防处于二零一八年十月推出「调派后指引」服务,为紧急救护服务召唤者提供急救指引。本处在过去一年共就566,326宗紧急救护召唤提供「调派后指引」服务,占所有适用的紧急救护服务召唤的95.1%,其中可能危及生命的个案,最多为涉及心跳或呼吸骤停,有7,705宗,成效显著。

# **AMBULANCE SERVICE**

There were 765,614 ambulance calls received in 2021, representing an increase of 11% (75,826 cases) against 2020. Of them, 715,194 were emergency calls, representing an increase of 11.7% compared with that in 2020 (640,236 cases).

Last year, 92.4% of the emergency calls were responded to within the target response time of 12 minutes, which was 0.1% lower than the department's performance pledge of 92.5%. The department strategically redeployed available resources to individual districts to improve the target response time of ambulance services.

In the face of the raging COVID-19 epidemic, the department allocated additional resources to support frontline operations. Additional disinfection facilities were installed in several ambulance depots. The Outbreak Control and Response Team was also set up to enhance the capability in fighting infectious diseases.

The FSD has maintained close co-operation with the Hospital Authority (HA). The department expanded the Pre-hospital 12-lead Electrocardiogram Scheme to cover all Accident and Emergency (A&E) Departments of the hospitals under HA in February 2021 and installed defibrillator monitors in all ambulances to send patients' data to hospitals for their early preparation for emergency treatment. We also expanded the Pre-hospital Stroke Notification mechanism to cover all these A&E Departments in August 2021.

# POST-DISPATCH ADVICE SERVICE

The department launched the post-dispatch advice (PDA) service in October 2018 to provide emergency ambulance service callers with first aid advice. In 2021, the department provided PDA for a total of 566,326 emergency ambulance calls, accounting for 95.1% of all applicable calls. The results were encouraging in view of the successful handling of some life-threatening cases, most of which pertained to cardiac or respiratory arrest, accounting for 7,705 cases.

<sup>▲</sup> 处长(右二)与保安局局长邓炳强(中)及纪律部队首长在二零二一年度勋衔颁授典礼合照。 The Director (second right), with the Secretary for Security, Mr Tang Ping-keung (middle), and the heads of disciplined services departments at the 2021 Honours and Awards Presentation Ceremony.

<sup>◀</sup>中央人民政府驻香港特别行政区联络办公室副主任卢新宁到访本处,由处长(右)简介部门的工作及最新发展。 In her visit to the FSD, the Deputy Director of the Liaison Office of the Central People's Government in the Hong Kong Special Administrative Region, Ms Lu Xinning, is briefed by the Director (right) on the work and latest development of the department.



自2019冠状病毒病疫情爆发至今,消防处属员一直展现无畏无惧的专业精神,努力遏止疫情扩散。

Since the outbreak of the COVID-19 epidemic, members of the FSD have remained brave and fearless, working together to fight the virus with professionalism and commitment. 跨部门反恐专责组于二零二一年八月在消防及救护学院举办首次「反恐@社区活动日」,以加强公众的反恐意识。此外,为响应「全民国家安全教育日」,学院于二零二一年四月举办开放日,向市民介绍消防处维护国家安全的工作。本处亦于二零二一年十二月四日「国家宪法日」,在学院举行升旗仪式,以加深属员对国家及香港宪制基础的认识。

本处于二零二一年十二月宣布成立「消防及救护青年团」,目的是透过多元化的实用技能训练,培养青少年团员的正向思维及守法意识。

此外,本处又推行中式步操,并将于二零二二年 一月二十四日开始在日常不同仪式及场合中全 面采用,以增进属员对国家的认同和自豪感。

# 防疫抗疫工作

自2019冠状病毒病疫情爆发至今,消防处属员一直展现无畏无惧的专业精神,努力遏止疫情扩散。二零二一年,本处共处理了3,317宗与确诊感染新型冠状病毒个案有关的召唤,涉及2,099名消防及救护人员。其中五名救护人员因处理受感染的病人而确诊,其后已全部康复。

自二零二零年三月起,本处派出由休班消防人员组成的快速应变队,24小时驻守六个检疫中心。另一方面,本处灵活调配资源(包括救护总区的特别支援队),协助将确诊或疑似患者/密切接触者/有病徵的入境人士送往医院及相关设施。本处亦于年内派出约2,100名属员,在多个指明「受限区域」参与行动。

#### 走进社区及推广工作

消防处于二零二一年六月推出「AED 睇得到用得到」计划,以期逐步增加本港各处可供公众取用的自动心脏除颤器(AED)数量,并同步启用「AED 搵得到」 网上资讯平台,提供全港超过1,300部AED的资料,方便市民查阅。

此外,消防处继续积极参与及支持[跨纪律 部队少数族裔青少年训练计划]及举办「少数 族裔青少年发展团队」活动,透过纪律、体能 与团队训练及工作分享等,协助少数族裔青少 年培养正面价值观。

招募方面,本处已聘请三位能操南亚语言的非华裔人士担任合约社区计划助理。在防火宣传上,消防处不时主动到少数族裔人士的聚会场所及聚居地,向他们提供消防安全教育。本处会继续招聘少数族裔人士成为消防安全大使及楼宇消防安全特使,进一步提高他们对消防安全的警觉及知识。



# NATIONAL SECURITY AND COUNTER-TERRORISM (CT) WORK

The implementation of the Hong Kong National Security Law in 2020 has significantly curbed radical and violent acts. The department has actively collaborated with other government departments concerned through the Interdepartmental Counter Terrorism Unit (ICTU) to prevent and combat terrorist activities.

The ICTU held the first CT@Community
Activity Day at the Fire and Ambulance Services
Academy (FASA) in August 2021 to enhance
the public's CT awareness. On the other hand,
to mark the National Security Education Day,
the department held a FASA Open Day in April
2021 to showcase its efforts on safeguarding
national security to the public. On Constitution
Day (December 4, 2021), a flag-raising ceremony
was held at the FASA to deepen service
members' understanding of the country and the
constitutional basis of Hong Kong.

The FSD announced in December 2021 the establishment of Fire & Ambulance Services Teen Connect (FAST Connect), with the objectives of fostering positive thinking and law-abiding awareness among its teenage members through a wide range of practical training programmes.

Besides, the department will adopt Chinese-style foot drill, with full implementation in various daily ceremonial occasions on January 24, 2022 to raise service members' sense of identification with and pride in the country.

## **ANTI-EPIDEMIC EFFORTS**

Since the outbreak of the COVID-19 epidemic, members of the FSD have remained brave and fearless, working together to fight the virus with professionalism and commitment. In 2021, the department handled a total of 3,317 calls related to confirmed COVID-19 cases, with the involvement of 2,099 fire and ambulance personnel. Five ambulance personnel were infected after handling infected patients, and all of them recovered afterwards.

Since March 2020, the FSD has deployed Rapid Response Teams comprising off-duty fire personnel to six quarantine centres (QCs) to provide round-the-clock services. On the other hand, the department flexibly deployed resources, including the Special Support Unit of the Ambulance Command, to assist in transferring confirmed or suspected patients/ close contacts/inbound commuters with symptoms to hospitals and relevant facilities. In 2021, the department also mobilised about 2,100 service members to participate in the operations in various specified "restricted areas".

# REACHING OUT TO COMMUNITY AND PUBLICITY WORK

Launched in June 2021, the "AED Anywhere for Anyone" (AAA) Programme aims to incrementally increase the number of automated external defibrillators (AEDs) that can be readily accessed anywhere by anyone. The "Centralized AED Registry for Emergency", an online information platform, was also rolled out concurrently to provide the public with information on over 1,300 AEDs across the territory.

Besides, the FSD continued to actively support and participate in the Cross-disciplined Forces Training Programme for Ethnic Minority (EM) Youth and organise activities of the Ethnic Minority Youth Development Team, with the aim of assisting EM youths in cultivating positive values through discipline, physical and team building training and sharing sessions.

On recruitment, three EM Contract Community Programme Assistants able to communicate in South Asian languages were employed. On the promotion of fire prevention, the department often took the initiative to visit the gathering places of the EM communities and their neighbourhoods to share fire safety tips. The department will continue to recruit EM Fire Safety Ambassadors and Building Fire Safety Envoys to help further enhance EM groups' awareness and knowledge of fire safety.

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<sup>■</sup>处长(左二)到场指挥消防处于佐敦指明「受限区域」行动中的工作。 The Director (second left) commends the work of the FSD in the specified "restricted area" in Jordan.







## 二零二一年其他重点工作项目

《纪律部队职系架构检讨报告书》中提出的建议 于二零二一年八月得到行政长官会同行政会议 决定全面接纳,立法会财务委员会已批准有关 建议。报告书内有关薪酬及增薪点的建议于二 零二一年九月一日起实施。

此外,消防及救护学院以「消防员(行动/ 海务)基础训练课程|作为试点,向香港学术 及职业资历评审局申请资历架构认可评审,并 获评审局通过。该课程已于二零二一年十月 被纳入《学术及职业资历评审条例》下的《资 历名册》。凡于二零二二年一月或以后修毕该 基础训练课程的新入职消防员,将获认可为 达到资历架构第四级别,相当于副学士学位及 高级文凭程度。

消防设施方面,因应屯门至赤鱲角连接路落成: 屯门灭火轮消防局已重置到地理更优越的位 置,有助提高香港西北面水域海上灭火救援行 动的效率。

本处的「建立消防及拯救服务的无人机系统」方 案夺得由政府资讯科技总监办公室主办的「促 进机械人科技应用」创新比赛季军。新系统可提 高搜索和救援工作的效率,预计于二零二二年 年中投入服务。

为了加强资讯科技在消防及救护服务的应用: 本处于二零二一年九月推出「消防处地理资讯 分析平台」及「消防处数据分析仪表板平台」。 这两个平台以数据分析方法整理行动数据,以 发掘不同行动数据之间的关联或趋势,可协助 同事提高行动的效率及成效。

# **OTHER MAJOR INITIATIVES IN 2021**

In August 2021, the Chief Executive in Council decided to accept in full the recommendations in the Report on the Grade Structure Review for the Disciplined Services, and the recommendations were approved by the Finance Committee of the Legislative Council (LegCo). The salary and increment recommendations in the report came into force on September 1, 2021.

The FASA applied to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) for accreditation of its Fireman/Firewoman (Operational/ Marine) Foundation Training Course under the Qualifications Framework (QF) as a pilot project. Accreditation was successfully obtained and the course was included in the Qualifications Register under the Accreditation of Academic and Vocational Qualifications Ordinance in October 2021. Newly recruited firemen, who have completed the foundation training course from January 2022 onwards, will be recognised as attaining QF Level 4, which is equivalent to the level of an Associate Degree or a Higher Diploma.

On fire service facilities, following the completion of the Tuen Mun-Chek Lap Kok Link, Tuen Mun Fireboat Station has been strategically reprovisioned at a location that helps enhance the efficiency of marine firefighting and rescue operations for the northwestern waters in Hong Kong.

The department's proposal on "Setting Up Unmanned Aircraft System for Fire and Emergency Services" won the second runnerup prize in the Leading Towards Robotics Technologies Innovation Competition organised by the Office of the Government Chief Information Officer. The new system, which is expected to be put into service in mid-2022, can enhance the efficiency of search and rescue operations.

The FSD rolled out the FSD Geographic Information System Portal and the FSD Intelligence Dashboard Platform in September 2021 to strengthen the application of information technology in fire and ambulance services. The portal and the dashboard, which collate operational data with the use of analytic data methods to explore the associations or trends between different operational data, can help FSD personnel to enhance the efficiency and effectiveness of operations.

<sup>▲</sup> 行政长官林郑月娥(中) 主持将军澳百胜角消防处已婚人员宿舍竣工仪式。处长(右三) 及嘉宾在仪式上合照。 The Chief Executive, Mrs Carrie Lam, (middle), officiates at the Completion Ceremony of the Married Quarters for the Fire Services Department at Pak Shing Kok, Tseung Kwan O. The Director (third right) poses with the guests at the ceremony.

<sup>■</sup>处长(右二)及副处长杨恩健(右一)到访教育及职业博览2021。The Director (second right) and the Deputy Director, Mr Andy Yeung (first right) visit the Education & Careers Expo 2021.



展望二零二二年,本处 会牢记「救灾扶危,为民 解困」的使命,以一贯的 专业态度和拼搏精神, 尽心竭诚,不负国家和 市民的殷切期望和重托。 In 2022, the FSD will continue to bear its mission of "Serving with courage, passion and commitment" in mind. **Driven by professionalism** and a can-do spirit, the FSD will live up to the expectations and trust that the country and the people have so keenly placed in it.



处长在「消防处纪念日」仪式上整理花篮上的挽带,悼念在执行职务期间殉职的消防处人员。 The Director fixes elegiac scrolls on the flower basket at the Fire Services Remembrance Day ceremony to commemorate members of the FSD who gave their lives in the line of duty.

处长(右二)向消防处人员讲解部门的信念和价值观。 The Director (second right) explains the values and beliefs of the FSD to its members.

为配合香港国际机场三跑道系统的发展而兴建的消防设施,将分阶段于二零二二至二零二四年间落成啟用。当中三项是机场北消防局、救援快艇下水点及洗消及救援设施,预计于二零二二年第二季啟用,以应付新跑道啟用后的消防及救护服务需求。

人力资源方面,在二零二二年,本处预计招聘 885名消防及救护职系人员,当中128名为主任 级,757名为员佐级,以填补未来一年因自然流 失而出现的空缺及新增的职位。

此外,消防处正积极研究运用新科技优化紧急服务。本处将使用灭火机械人协助消防人员在复杂和高风险的火场环境进行长时间的灭火及侦测工作,以减低前线人员面对的风险。

第四代调派系统可让消防处更有效地处理复杂及严重事故,并提高调派资源的效率。此调

派系统将设有两个同时运作的消防通讯中心, 若其中一个通讯中心无法运作,另一个中心可 即时接手顶替,从而加强消防处的调派和通讯 工作抵御冲击的能力。第四代调派系统预计 最快于二零二三年第三季推行。

在保障市民安全的大前提下,本处会继续透过 情报搜集及策略性规划,致力打击非法燃油 转注活动,并与其他执法部门保持紧密联系, 交换情报及进行联合行动。

二零二一年九月,有关修订《消防安全(建筑物)条例》的建议,已于立法会保安事务委员会会议讨论,议员就修订该条例的基本原则及关键问题发表意见。本处期望于二零二二年展开公众谘询。

## 结语

展望二零二二年,本处会牢记「救灾扶危,为民解困」的使命,以一贯的专业态度和拼搏精神,尽心竭诚,抵御并防范各种灾患及安全威胁,保障市民生命及财产,保持社会安稳,维护国家安全,一如既往,不负国家和市民的殷切期望和重托。



# PLANS FOR THE YEAR AHEAD

To curb the epidemic, the FSD will stay vigilant and keep a close watch on the epidemic development. The department will develop well-conceived plans covering all fronts including operational strategy, protection equipment, resources deployment and logistical support, with public interest and health being of the greatest importance, to safeguard people's health.

Fire service facilities that tie in with the development of the three-runway system of Hong Kong International Airport will be completed and commissioned in phases between 2022 and 2024. Three of these facilities, namely Airport North Fire Station, Rescue Speedboat Point, and Decontamination and Rescue Facility, are scheduled for commissioning in the second quarter of 2022 to meet fire and ambulance services demand following the commissioning of the new runway.

On human resources, the FSD expects to recruit 885 personnel for the fire and ambulance streams in 2022. Of them, 128 are of officer rank and 757 of rank-and-file rank. They will fill the vacancies arising from natural wastage and new posts created in the coming year.

Furthermore, the FSD is actively exploring new technologies to enhance emergency services. The department will use firefighting robots to assist fire personnel in prolonged firefighting and detection operations on complex and high-risk fire grounds to reduce the risks faced by frontline personnel.

The Fourth Generation Mobilising System (4GMS) will enable the department to handle complicated and serious incidents more effectively and boost the efficiency of resource deployment. Two active Fire Services Communications Centres (FSCCs) will be established under the 4GMS. In the unfortunate event that one FSCC fails, the other FSCC will immediately take over, thereby enhancing the resilience of the department's mobilising and communications operations. The 4GMS is expected to be rolled out in the third quarter of 2023 at the earliest.

Under the premise of safeguarding public safety, the department will continue to combat illegal fuelling activities through intelligence collection and strategic planning, and maintain close liaison with other law enforcement agencies for intelligence exchange and joint operations.

The proposed amendments to the Fire Safety (Buildings) Ordinance were discussed in a meeting of the Panel on Security of LegCo in September 2021, in which the members' views on the basic principles and key issues of the amendments were sought. The department aims to commence a public consultation in 2022.

## CONCLUSION

In 2022, the FSD will continue to bear its mission of "Serving with courage, passion and commitment" in mind. Driven by professionalism and a can-do spirit, the department will spare no effort to guard and fight against all sorts of disasters and threats, protect the lives and property of the public, maintain social stability and safeguard national security. As always, the FSD will live up to the expectations and trust that the country and the people have so keenly placed in it.

◀处长(左二)及副处长杨恩健(右一)与到访消防及救护学院的中华人民共和国外交部驻香港特别行政区特派员公署副特派员方建明(右二)及办公室主任侯宏刚(左一)合照。The Director (second left) and the Deputy Director, Mr Andy Yeung (first right), with the Deputy Commissioner, Mr Fang Jianming (second right), and the Director-General, Mr Hou Honggang Deputy Director-General of the Department of General Affairs (first left), of the Office of the Commissioner of the Ministry of Foreign Affairs in the Hong Kong Special Administrative Region during their visit to the Fire and Ambulance Services Academy.

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