

人力资源管理 HUMAN RESOURCES MANAGEMENT

03



军装人员招聘
UNIFORMED STAFF RECRUITMENT

- 46
消防队长 (行动)
STATION OFFICERS
(OPERATIONAL)
- 10
救护主任
AMBULANCE OFFICERS
- 20
消防队目 (控制)
SENIOR FIREMEN/
FIREWOMEN (CONTROL)
- 327
消防员 (行动/海务)
FIREMEN
(OPERATIONAL/MARINE)
- 21
消防员 (工程组)
FIREMEN (WORKSHOPS)
- 259
救护员
AMBULANCEMEN/
AMBULANCEWOMEN

683 人员
MEMBERS

编制

截至二零二一年年底,消防处的人员编制为11,326人,包括10,565名军装人员和761名文职人员。

财政

二零二零至二一和二零二一至二二财政年度,部门总开支分别为73.21亿元和73.38亿元,各占有关年度政府总开支的1%和1.2%。

招聘

二零二一年,消防处透过严格甄选程序,共聘任683名军装人员,包括46名消防队长(行动)、10名救护主任、20名消防队目(控制)、327名消防员(行动/海务)、21名消防员(工程组)和259名救护员。

ESTABLISHMENT

The department has an establishment of 11,326 as at the end of 2021, comprising 10,565 uniformed and 761 civilian staff.

FINANCE

In the 2020 - 2021 and 2021 - 2022 financial years, the total expenditure of the department amounted to \$7,321 million and \$7,338 million respectively, representing 1% and 1.2% of the total government expenditure of the corresponding years.

RECRUITMENT

In 2021, a total of 683 uniformed staff were recruited through stringent selection processes, including 46 Station Officers (Operational), 10 Ambulance Officers, 20 Senior Firemen/Firewomen (Control), 327 Firemen (Operational/Marine), 21 Firemen (Workshops) and 259 Ambulancemen/Ambulancewomen.

► 消防处于二零二一年经严格甄选后,共聘任683名军装人员。In 2021, a total of 683 uniformed staff were recruited after stringent selection processes.



培训和发展 TRAINING AND DEVELOPMENT

消防及救护学院

消防及救护学院自二零一六年落成启用以来，显著提升了部门整体的专业培训能力。学院座落于将军澳百胜角，占地158,000平方米，为新聘和现职的消防和救护人员提供598个训练宿位，让他们有更多机会一同受训，藉此提升他们处理紧急事故的应变和协调能力。学院亦为其他政府部门和不同行业的私营机构的雇员、市民、内地及海外同业提供消防和救护相关训练课程。

基础训练

学院为消防队长学员和消防员学员提供为期26周的留宿基础训练。课程内容广泛，涵盖部门行政、基本灭火救援技巧、管理和领导才能、消防学、消防工程学、消防车辆和装备使用、室内烟火特性训练、呼吸器操作、基本救护学、体能训练、品德教育、防火和相关法例。至于救护主任学员和救护员学员，同样须在学院接受为期26周的基础训练，内容则包括基本辅助医疗知识和技能、相关法例、情绪智商、顾客服务、步操、纪律训练、品德教育、体能训练和救护车随车实习。此外，所有新入职人员的训练课程亦包涵《中华人民共和国宪法》、《基本法》及《香港国安法》的内容，以加深他们对这些法律的认识和理解，并增强他们对国家的归属感和认同。二零二一年，共有40名消防队长学员、13名救护主任学员、156名消防员学员和130名救护员学员完成基础训练。

学院亦为消防队目（控制）和消防员（工程组）提供基础训练。年内有20名消防队目（控制）学员和20名消防员（工程组）学员完成训练。

为现职属员提供专门训练课程

学院备有多种先进的模拟训练设施，提升本处属员处理涉及铁路、隧道、船只、飞机和燃料库等事故的专业知识和救援技巧；并提供高空拯救、坍塌搜救和室内烟火特性等专门训练，加强他们应付大型事故的能力。学院的救护训练区经专门设计，集合各类救护训练设施，让救护学员可完成整个出勤过程的模拟训练。

学院亦为在职救护人员开办其他专门训练课程，包括为须担任救护车主管的队目级人员而设的指挥才能训练课程，以提高他们在领导、管理、沟通、顾客服务和处理大型事故方面的技巧和知识。此外，学院亦提供救护总区教官资格检定课程。此课程是为一些经挑选和培训成为教官的资深队目级人员而设，以提升他们的教学和心理技巧，以及对成人学习理论的知识。另外，学院亦为消防人员开办救护训练课程，例如供新入职消防人员修读的基本救护学课程，以及为现职消防人员而设的先遣急救员救护学进阶课程。

人力资源管理

Human Resources Management

FIRE AND AMBULANCE SERVICES ACADEMY

The Fire and Ambulance Services Academy (FASA) has significantly enhanced the department's overall professional training capabilities since its commissioning in 2016. Occupying an area of 158,000 square metres in Pak Shing Kok, Tseung Kwan O, the academy provides 598 residential training places for both newly recruited and serving fire and ambulance personnel. It provides more opportunities for them to be trained together, thereby enhancing their response and co-ordination capabilities in case of an emergency. The academy also offers fire-and-ambulance-related training courses to staff of other government departments and different trades in the private sector, the general public, as well as the department's Mainland and overseas counterparts.

FOUNDATION TRAINING

The FASA provides a 26-week foundation residential training programme to Recruit Station Officers and Firemen. The wide curriculum encompasses courses on departmental administration, basic firefighting and rescue techniques, management and leadership, fire science, fire engineering, the use of appliances and equipment, compartment fire behaviour training, breathing apparatus operation, basic ambulance aid, physical fitness training, moral education, fire protection and relevant legislation. Likewise, Recruit Ambulance Officers and Ambulancemen/Ambulancewomen are required to undergo a 26-week foundation training programme at the FASA, which comprises basic paramedic knowledge and skills, relevant legislation, emotional intelligence, customer service, foot drills, discipline training, moral education, physical fitness training and on-car attachment. Besides, the Constitution of the People's Republic of China, the Basic Law and the National Security Law are also included in the training curriculum for all new recruits in order to enrich their knowledge and understanding of such legislation and increase their sense of belonging towards our country and of national identity. In 2021, 40 Recruit Station Officers, 13 Recruit Ambulance Officers, 156 Recruit Firemen and 130 Recruit Ambulancemen completed the training.

The FASA also offers foundation training to Senior Firemen/Firewomen (Control) and Firemen (Workshops). During the year under review, 20 Recruit Senior Firemen/Firewomen (Control) and 20 Recruit Firemen (Workshops) completed the training.

SPECIALISED TRAINING FOR IN-SERVICE MEMBERS

Equipped with a wide range of advanced simulated training facilities, the FASA furnishes service members with professional knowledge and rescue techniques in handling incidents involving railways, tunnels, vessels, aircrafts and fuelling facilities. Specialised training on high angle rescue, urban search and rescue as well as compartment fire behaviour is also given to strengthen their capability in handling large-scale incidents. The specifically-designed Ambulance Services Training area features an array of various kinds of ambulance services training facilities to allow trainees to go through a simulated training process covering the complete turn-out procedures.

Other specialised training courses are offered to the serving ambulance personnel. The FASA provides the Non-Commissioned Officer (NCO) (Ambulance) Command Course to NCOs, who are required to perform the role of Ambulance Supervisor, to enhance their skills and knowledge of leadership, management, communication, customer service and the handling of major incidents. Apart from this, the academy also offers the Ambulance Command Instructor Qualifying Course to some experienced NCOs, who have been selected and trained to be instructors, with a view to raising their instructional techniques, psychomotor skills and knowledge of adult learning theory. Meanwhile, ambulance aid training courses are made available for fire personnel, such as the Basic Ambulance Aid Training for newly recruited fire personnel and Advanced Ambulance Aid Training at First Responder Level for serving fire personnel.

TRAINING FOR OTHER DEPARTMENTS AND LOCAL ORGANISATIONS

The FASA also arranges training courses for other government departments as well as public and private organisations in Hong Kong, including the MTR Corporation, power companies, gas companies, oil companies and property management companies. In 2021, the FASA organised fire-related training courses for a total of 167 staff from public and private organisations, the objectives of which are to increase their knowledge of firefighting and fire protection and raise the overall awareness of fire safety in the broader community.



消防及救护学院为消防处属员、本地及海外政府部门和机构，提供消防和救护相关的训练课程。The Fire and Ambulance Services Academy provides training courses on fire and ambulance related services for the FSD personnel as well as officers from other government departments and organisations both local and abroad.

为其他部门和本地机构提供训练课程

学院亦为其他政府部门及本港公私营机构，如港铁、电力公司、煤气公司、油公司和物业管理公司等，提供训练课程。二零二一年，学院为167名来自公私营机构的员工提供与消防相关的训练课程，目的是增加他们的灭火及防火知识，并藉此提高市民大众整体的消防安全意识。

与同业训练和交流

作为区内的训练枢纽，学院亦为内地及海外同业，特别是来自大湾区城市的同业，提供灭火救援及辅助医疗知识／技巧的训练和交流机会。二零二一年，尽管亲身的训练和交流活动因2019冠状病毒病疫情而暂停，学院仍举办了三场网上研讨会，与内地同业进行技术交流。

辅助医疗训练中心

辅助医疗训练中心设有模拟救护车、模拟流动数据终端机和模拟病人监护仪等多项先进训练设施，为各级救护人员提供专门的辅助医疗训练，包括辅助医疗训练课程、辅助医疗重新考核课程、高级技术训练课程和持续医疗教育课程。

另一方面，本处挑选具潜质的救护人员修读为期22周的辅助医疗训练课程，修毕后可成为合格的辅助医疗人员，获香港学术及职业资历评审局认可。本处又挑选部分辅助医疗人员接受包括高级气道处理和高级治理程序的高级技术训练。所有具有高级技术综合课程资格的辅助医疗人员须每六个月重新接受评核一次。

为划一辅助医疗高级技术水平，以及应付市民日益增加的需求，本处将各个高级技术训练课程整合成为为期五天的辅助医疗高级技术综合课程，又为目前具有高级技术综合课程资格的辅助医疗人员提供衔接课程，以划一技术水平。此外，又在辅助医疗高级技术综合课程中加入视像窥喉镜的内容，协助前线人员治理怀疑或证实有异物阻塞上气道的患者。

驾驶训练中心

本处承诺处理楼宇火警召唤的召达时间，楼宇密集地区为六分钟，而楼宇分散和偏远地区则为九至23分钟。至于紧急救护服务，目标召达时间为12分钟。要在香港如此人烟稠密的环境达致承诺的召达时间，紧急驾驶训练必须以安全操控消防和救护车为重。因此，设于消防及救护学院的驾驶训练中心特设全天候训练场地，备有先进的驾驶训练模拟设施和内置完备视听器材的讲习室，供属员进行紧急驾驶训练。

驾驶训练中心除了提供紧急驾驶训练外，亦为消防人员提供操作高空救援消防车辆的专门训练，例如旋转台钢梯车／梯台车／油压升降台救生笼的操作训练，使他们能应付行动需要，提高行动效率，以及维持灭火和户外救援行动的服务水平。

驾驶训练中心为本处超过7,000名司机安排每五年须进行一次的驾驶重新甄审测试，以提升他们的防卫性驾驶技巧和驾驶安全意识。年内，中心曾为约1,500名属员提供约600堂驾驶及操作训练课。



TRAINING FOR AND EXCHANGES WITH COUNTERPARTS

The FASA also serves as a regional training hub which offers training and exchange opportunities on firefighting, rescue and paramedic knowledge/techniques for the department's Mainland and overseas counterparts, particularly those from the Greater Bay Area cities. In 2021, while such in-person training and exchanges were suspended due to the COVID-19 epidemic, the FASA managed to arrange three online technical exchange seminars with the department's Mainland counterparts.

PARAMEDIC TRAINING CENTRE

The Paramedic Training Centre is fitted with advanced training facilities, such as simulated ambulance compartment, mobile data terminal simulators and patient monitor simulators. It offers specialised paramedic training to ambulance personnel of different ranks, including the Paramedic Training Course, the Paramedic Re-certification Course, and courses on Advanced Skill Training and Continuing Medical Education.

On the other hand, ambulance personnel with potential are selected to attend a 22-week paramedic course, at the end of which they will become qualified paramedics accredited by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications. In addition, selected paramedics will be trained with advanced skills, including advanced airway management and advanced protocol treatment. All qualified paramedics with advanced skills will be subject to reassessment every six months.

For the purpose of standardising the advanced paramedic skill level and meeting the increasing demand from the general public, the advanced skill training courses have been merged into the five-day Integrated Advanced Skill Paramedic (IASP) Training Course. Bridging courses are also provided to existing paramedics with advanced skills for homogenising the level of skills. In addition, video laryngoscope is added to the IASP training to facilitate the handling of suspected or confirmed cases of foreign body upper airway obstruction by frontline personnel.

DRIVING TRAINING CENTRE

The pledged response times for building fire calls are six minutes for built-up areas and nine to 23 minutes for areas of dispersed risks and isolated developments. For emergency ambulance service, the target response time is 12 minutes. To meet the pledged response times in such a densely populated city as Hong Kong, it is crucial to focus emergency driving training on the safe control of fire appliances and ambulances. It is in this context that the Driving Training Centre at the FASA, which features a designated all-weather training ground, is equipped with an advanced driving training simulator and lecture rooms with full built-in audio/visual equipment for emergency driving training.

In addition to emergency driving training, the centre also provides specialised training to fire personnel on the operation of aerial rescue fire appliances, such as Turntable Ladder/Aerial Ladder Platform/Hydraulic Platform Cage Operation, that will prepare them to meet operational needs, strengthen their operational efficiency and uphold their performance standard in firefighting and external rescue operations.

The centre arranges driving revalidation tests for over 7,000 drivers in the department, which should be taken every five years, to enhance their defensive driving skills and driving safety awareness. In the year under review, it provided around 600 driving and operating training sessions for approximately 1,500 service members.

WEST KOWLOON RESCUE TRAINING CENTRE

The West Kowloon Rescue Training Centre provides continuous training programmes to fire personnel to sharpen their skills in tackling different types of fires and incidents. Equipped with a variety of advanced training facilities, the centre provides search and rescue training in a simulated tunnel and maze, and live fire training in different situations. A total of 3,596 fire personnel received such training in 2021.

AIRCRAFT INCIDENTS TRAINING

Established on December 18, 2020 and comprising one Assistant Divisional Officer, one Senior Station Officer and one Principal Fireman, the Aircraft Incidents Training team is mainly responsible for training fire personnel on Aerodrome Rescue and Fire Fighting (ARFF) in aircraft incidents. The team also takes up the role of implementing the Quality Assurance mechanism in the Airport Fire Contingent.

◀ 辅助医疗训练中心为救护人员提供处理伤者的基本训练。The Paramedic Training Centre provides foundation training for ambulance personnel in the handling of injured persons.



西九龙救援训练中心

西九龙救援训练中心为消防人员提供持续训练课程，以加强他们处理不同类型火警和事故的技能。中心设有多种先进训练设施，提供模拟隧道和迷宫的搜救训练，以及不同情境的实火训练。二零二一年，共有3,596名消防人员接受有关训练。

飞机事故训练

飞机事故训练队于二零二零年十二月十八日成立，由一名助理消防区长、一名高级消防队长和一名消防总队目组成，主要负责为消防人员提供飞机紧急事故的救援和灭火训练，同时担当机场消防队质素保证的工作。

二零二一年，共有115名消防人员，其中32名属主任级，83名属员佐级，完成了飞机紧急事故的救援和灭火训练课程，分别取得机场主任级人员和机场消防人员资格。

管理和发展培训

在事业前途发展方面，二零二一年有896名属员修读公务员学院举办的各项管理、法律、领导才能和沟通技巧课程。由于2019冠状病毒病疫情关系，年内大部分海外训练课程均暂停。

体能训练

体能训练组为本处属员提供体能训练，并推广体育活动，务求他们保持强健体格。本处的周年体能测验分为耐力测验（耐力跑）和体力测验两部分。年内接受测验的8,946名属员中，39.5%取得最高的「优异」（1/A或1*/A*）等级，只有1.22%需要补测。

体能训练组人员经常被委派协助筹办部门体育活动，并在活动中担任裁判，例如「东京奥运会内地奥运健儿访港—纪律部队交流日」及二零二一年「消防处周年竞跑」。

In 2021, a total of 115 fire personnel, including 32 officers and 83 other ranks, completed the ARFF training courses and attained the qualification of Airport Fire Officer and Airport Firefighter respectively.

TRAINING ON MANAGEMENT AND DEVELOPMENT

As for career development, 896 staff members attended various courses on management, law, leadership and communication skills organised by the Civil Service College in 2021. Due to the COVID-19 epidemic, most of the overseas training courses were suspended in 2021.

PHYSICAL TRAINING

The Physical Training Establishment (PTE) provides physical training and promotes sporting activities for service members, with the aim of maintaining their good physical condition. The annual Physical Fitness Assessment consists of two parts, namely stamina test (aerobic run) and strength test. Of the 8,946 members who took part in the assessment in 2021, 39.5% achieved the top grade of 1/A (or 1*/A*) with only 1.22% needed reassessment.

PTE staff are often deployed to assist in organising, and act as referees at, the department's sporting events, such as the "Visit of the Tokyo Olympic Games Mainland Olympians - A Day with the Disciplined Services" and the "FSD Annual Run 2021".



- ▲ 驾驶训练中心备有先进的驾驶训练模拟设施。The Driving Training Centre is equipped with an advanced driving simulator.
- ◀ 飞机事故训练队负责为消防人员提供飞机紧急事故的救援和灭火训练，同时担当机场消防队质素保证的工作。The Aircraft Incidents Training team is responsible for training fire personnel on Aerodrome Rescue and Fire Fighting in aircraft incidents. The team also takes up the role of implementing the Quality Assurance mechanism in the Airport Fire Contingent.
- ◀ 消防人员正在进行烟火特性训练。Fire personnel are conducting compartment fire behaviour training.

专责队伍和 兴趣小组 SPECIALIST TEAMS AND INTEREST GROUPS

行为与纪律

诚信管理委员会

诚信管理委员会负责制订《行为与纪律守则》、订定预防措施,以及举办各项活动,向本处属员推广廉洁文化,提醒他们必须时刻秉持廉直守纪、奉公以诚的工作态度。

各总区亦成立由副消防总长或副救护总长领导的总区诚信管理委员会,负责处理个别工作范畴的潜在漏洞和不当行为,并设计学习教材和举办各类活动,提高属员对利益冲突、贪污及诚信问题的警觉。

各总区自二零一九年开始推行诚信管理培训周期,以推广和巩固廉洁文化。二零二一年,不同总区举办了若干推广活动,旨在让属员重温有关诚信的课题,其中「『诚信一百分』网上问答比赛」是重点活动之一。其他活动还有「诚信口袋记事簿设计比赛」,以及「诚信管理 WhatsApp 贴图设计比赛」,亦获属员踊跃参加。

纪律专责队伍

纪律专责队伍由本处逾 300 名已受训的主任级人员组成。除法律训练外,专责队伍成员亦有机会处理纪律聆讯,藉此汲取实务经验。为维持高水平的纪律研讯工作,专责队伍辖下设有纪律聆讯谘询小组,以促进成员之间的知识交流,并给予指导。

专业发展

火警调查组

火警调查组除了就火警调查工作提供技术和后勤支援外,亦提供火警调查的专门训练。该组成员包括国际纵火调查人员协会认可火警调查员、火警调查训练专家、总区火警调查员及其他对火警调查有兴趣的消防主任。

火警调查训练专家义务为本处各级消防人员提供相关训练,而国际纵火调查人员协会认可火警调查员和总区火警调查员则于火警调查进行期间,向前线人员提供支援。

二零二一年,本处为消防人员举办网上研讨会、训练课程和工作坊等一系列不同形式的培训活动,加强他们在火警调查方面的知识和能力。

消防工程训练专队

本处成立消防工程训练专队,旨在丰富属员的消防工程知识,并推动持续发展和应用消防工程设计。

专队为属员提供各种训练活动,增进他们的消防工程专业知识,专家成员亦义务为初级人员定期提供消防工程训练,又尽量把握机会,透过本地及国际会议等各种平台分享他们的专业知识及经验。鉴于海外训练课程因 2019 冠状病毒病疫情而暂停,专队暂时主要将资源投放在本地训练上。

人力资源
管理

Human Resources Management

CONDUCT AND DISCIPLINE

Integrity Management Committee

The Integrity Management Committee formulates the Code of Conduct and Discipline, draws up preventive measures and organises various events to promote an ethical culture among staff of the department and remind them of the importance of upholding integrity and honesty in public service at all times.

A Command Integrity Management Committee, led by the Deputy Chief Fire Officer or the Deputy Chief Ambulance Officer, has been set up in each command. Potential pitfalls and malpractice related to specific work areas are brought up and addressed in the respective Command Committees. In addition, learning materials are designed and various activities are held to enhance staff awareness of conflict of interests, corruption and integrity-related issues.

The Integrity Management Training Cycle has been implemented in individual command since 2019 to promote and reinforce a culture of probity. With the objective to reinforce staff members' memory on the topic of integrity, a number of promotional activities were conducted by different commands in 2021. One of the most prominent ones was the "Online Integrity Quiz". Other activities including "Production of Information Kit on Integrity Management" and "Integrity Management WhatsApp Stickers Competition" were also well received.

Service Discipline Team

The Service Discipline Team consists of more than 300 trained officers in the department. Apart from training on legal matters, team members are given the opportunities to handle disciplinary hearings to gain practical experience. To maintain a high standard of performance in disciplinary proceedings, a Disciplinary Advisory Group has been set up under the team to facilitate knowledge-sharing and provide guidance to the team members.

PROFESSIONAL DEVELOPMENT

Fire Investigation Group

The Fire Investigation Group provides technical and logistic support for matters related to fire investigations and offers specialised training on fire investigation. The group is composed of the International Association of Arson Investigators Inc. Certified Fire Investigators (IAAI-CFI*), specialists of Fire Investigation Training,

Command Fire Investigators and other fire officers who are interested in this field.

The specialists voluntarily conduct relevant training sessions for fire personnel of different ranks, while the IAAI-CFI* and the Command Fire Investigators render support to frontline officers during fire investigations.

In 2021, a series of training in the form of online seminars, courses and workshops were organised for fire personnel to enhance their knowledge and competence in fire investigation.

Fire Engineering Training Specialist Team

The Fire Engineering Training Specialist Team sets out to enrich the knowledge of fire engineering among service members and to promote the sustainable development and application of fire engineering design.

The team provides various training activities for service members to develop their professional knowledge of fire engineering. The specialists also voluntarily conduct regular fire engineering training sessions for junior officers and seize every available opportunity to share their professional knowledge and experience through various platforms such as local and international conferences. Given the suspension of overseas training amid the COVID-19 epidemic, the team has devoted resources primarily to local training.



◀ 火警调查组为消防处属员提供火警调查的专门训练。The Fire Investigation Group offers the FSD personnel specialised training on fire investigation.



部门支援 DEPARTMENTAL SUPPORT

装备 消防个人防护装备咨询委员会

消防个人防护装备咨询委员会负责统筹各消防单位对个人防护装备的意见，以期加强对本处人员的保护。委员会成员来自采购及物流组和职业安全健康分组，还有消防职系的总区安全协调主任和相关员工协会的代表。委员会整合每季定期会议上所得的意见和结论后，会交予职业安全健康分组审议，再由采购及物流组跟进。

福利、体育与康乐 福利

消防福利主任就本处属员的伤病、住屋、财政和家庭等方面的福利事宜，向他们提供意见，亦就属员的福利与政府部门和其他机构联系。此外，消防福利主任还探访住院或接受检疫的属员，到各单位举行福利讲座，以及筹划和推行各项员工福利计划。二零二一年，福利组曾与本处367名在职或退休属员及其家属面谈，就他们的个人和家庭事务提供辅导；另分别在消防及救护学院及多间消防局和救护站举行了96场福利讲座。

体育与康乐

在2019冠状病毒病疫情下，本处一直极力鼓励属员在工作与健康生活之间作出适度平衡，务求他们在体能和心理质素两方面，均符合应对紧急事故的严格要求。年内，香港消防处体育福利会（体福会）趁疫情偶有缓和，在配合政

府最新防疫指引下，举办了不同的体育赛事、兴趣班和康乐联谊活动。

由于社交距离措施持续，体能活动对健康和身体的好处亦越见重要。虽然来年疫情可能仍会反覆，但体福会会继续向员工推广体育和康乐活动，形式更富新意，让他们的身心得益。

员工关系及支援 心理服务组

心理服务组自二零一八年十一月成立以来，一直致力照顾本处员工对心理服务的需求，除了在危急事故中提供临床心理服务和心理支援外，还举办心理学相关主题的培训和教育活动。

为从正向心理的角度向员工推广本处的核心价值，心理服务组设计了消防处价值导向计划（简称「VdA」），并于二零二一年五月推出。截至二零二一年年底，约有5,400名员工参加了该计划的工作坊。这些工作坊均安排于消防处处所以外的其他场地举行，为参加的员工带来新颖的培训体验。他们对工作坊的评价正面，而工作坊满意度调查问卷的结果理想，可见工作坊卓有成效。

二零二一年十一月三至五日，心理服务组在伊利沙伯体育馆举行一连六场VdA工作坊，总共有逾3,300人参加。最后一天在该体育馆举行

EQUIPMENT

Fire Personal Protective Equipment Advisory Committee

The Fire Personal Protective Equipment Advisory Committee collates views from all units in the fire stream on personal protective equipment with the aim to give better protection to the department's personnel. It comprises members from the Procurement and Logistics (P&L) Group, the Occupational Safety and Health (OSH) Unit, Command Safety Co-ordinators in the fire stream and representatives from corresponding staff side associations. Comments and findings consolidated at quarterly meetings are forwarded to the OSH Unit for evaluation and the P&L Group for follow-up actions.

WELFARE, SPORTS AND RECREATION Welfare

The Fire Services Welfare Officer advises staff of the department on welfare matters related to injury, sickness, housing as well as financial and domestic issues. Apart from liaising with government departments and other agencies on staff welfare issues, the officer also pays visits to hospitalised or quarantined staff, and delivers welfare talks at different units. The officer is tasked to organise and implement staff welfare schemes as well. In 2021, the Welfare Section conducted interviews and provided counselling to 367 serving and retired FSD personnel and their families on personal and domestic affairs. This apart, the section also conducted 96 welfare talks at the FASA, various fire stations and ambulance depots.

Sports and Recreation

Amid the COVID-19 epidemic, the department has been striving to encourage its personnel to strike a fine balance between work and healthy life as this will help them meet stringent requirements for physical fitness and mental strength as emergency responders. During the year under review, the Hong Kong Fire Services Sports and Welfare Club (HKFSSWC) grasped the opportunity arising from the momentary subsiding of the epidemic to organise various kinds of sporting events, interest groups and recreational and social activities which were in compliance with the Government's latest anti-epidemic guidelines.

In view of the ongoing social distancing measures, the health and well-being benefits of physical activities have grown in significance. In the year ahead, despite possible fluctuations

in the epidemic situation, the HKFSSWC will continue to promote sports and recreational activities in an innovative manner for the benefit of the physical and mental health of staff.

STAFF RELATIONS AND SUPPORT Psychological Services Unit

Since its establishment in November 2018, the Psychological Services Unit (PSU) has been committed to addressing staff needs for psychological services by providing clinical psychological services and psychological support in critical incidents, as well as training and education on psychology-related topics.

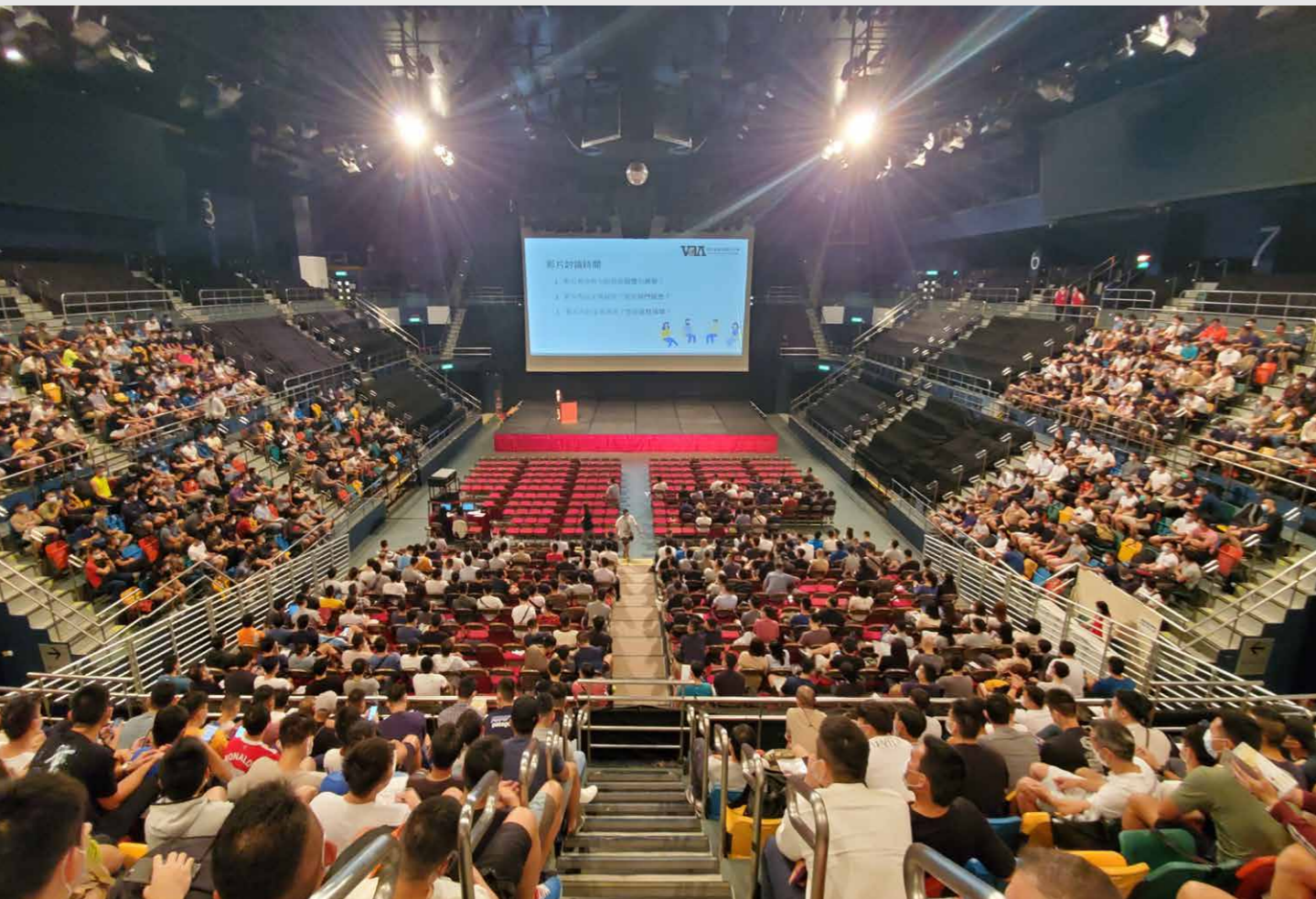
To promote the departmental core values among staff from a positive psychological perspective, the PSU has designed and launched the Value-driven-Actions Campaign (VdA) in May 2021. As at the end of 2021, about 5,400 staff had attended the VdA workshops, which were conducted at various non-FSD premises to provide the participants with a fresh training experience. The workshops achieved promising results as shown by the positive feedback from the participants and the favourable findings of post-workshop satisfaction surveys.

A series of six VdA workshops were held at the Queen Elizabeth Stadium during the period from November 3 to 5, 2021, attracting more than 3,300 participants in total. The final training day at the Queen Elizabeth Stadium ended with a live band show, in which the PSU and the Fire Services Band jointly performed two original songs composed by the PSU for the VdA.

Peer Support Team

The Peer Support Team comprises 120 members of disciplined services grades from all streams. They volunteer to provide "psychological first aid" during their off-duty hours with the aim to establish a connection with colleagues like siblings supporting each other by actively listening in a compassionate manner. Their service provides practical assistance in reducing the initial distress caused by traumatic events and fosters adaptive functioning and coping. The team has proved to be an important resource for addressing the emotional need and the well-being of staff members. In addition, it assists the PSU in conducting crisis intervention. Apart from playing the role of a good listener, should the distressed staff members concerned require further professional assistance, the team will refer them to clinical psychologists.

消防处属员参与纪律部队非撞式欖球比赛2021，继续赢得冠军和总冠军的佳绩。FSD service members participated in the Disciplined Services Touch Rugby Tournament 2021, and continued to win the Cup Champion and the Grand Champion.



的培训工作坊以现场乐队表演作结。心理服务组与消防流行乐队携手演出，献唱两首心理服务组为VdA谱写的原创歌曲。

伙伴团队

伙伴团队由120名来自本处各纪律职系的人员组成，他们在休班时间义务为同袍提供「心理急救」服务，期能透过细心聆听，亲切关怀，与同袍建立有如兄弟姐妹般互相扶持的联系。他们的服务能为情绪受困扰的人员提供实际协助，减低创伤事件所引发的初期情绪压力，并提升他们适应及应对这些事件的能力。伙伴团队是本处照顾属员情绪需要和福祉的重要资源，团队成员也协助心理服务组进行危机介入工作，除了担当良好的聆听者外，若受困扰的人员需要进一步的专业协助，亦会将个案转介临床心理学家处理。

二零二一年，伙伴团队曾在紧急事故中参与行动（包括秀茂坪宝达村一宗导致四死二伤的火警事故，以及大埔一宗导致三人死亡和一人严重受伤的火警事故），以及涉及二零一六年六月牛头角道四级火警事故死因研讯的前线人员提供心理支援服务，另外亦举办了三场为新入职人员结业前而设的分享会。

员工关系

本处设有各种完善的沟通途径，让管职双方就共同关注的事宜定期交流。这些途径包括消防处部门协商委员会、总区联谊会 and 分区联谊会，以及文职人员协商委员会。

为加深了解前线人员的需要，处长和副处长探访各前线单位，与不同职级的人员直接沟通。副处长亦与各员工协会定期会面，商讨与员工的工作、福利、服务条件和福祉相关的事宜。有需要时，处长和副处长亦与员工磋商，就新的管理措施徵询职方意见，并因应职方关注的事项提供资料。

In 2021, the team conducted psychological support sessions for the frontline personnel who had participated in critical operations for, among others, the fire incident at Po Tat Estate, Sau Mau Ping, which caused the deaths of four persons and injuries to two others, and the fire incident in Tai Po, which left three persons dead and one seriously injured; and those who had been involved in the Death Inquest of the no.4 alarm fire at Ngau Tau Kok Road in June 2016. Three sharing sessions were also conducted for the new recruits before their passing-out.

Staff Relations

Various channels of communication including the Fire Services Departmental Consultative Committee, Staff Relations Units of Commands and Divisions, and the Civilian Staff Consultative Committee have been well established to encourage regular dialogue between the management and staff on matters of common interest.

To better understand the needs of frontline staff, the Director and the Deputy Director pay visits to frontline units to communicate with staff of different ranks directly. The Deputy Director also meets with staff associations on a regular basis to discuss issues concerning the work, benefits, conditions of service and well-being of staff. They also hold discussions with staff as required to seek their views on new management initiatives and disseminate information on matters of interest.

▲ 心理辅导组在二零二一年十一月于伊利沙伯体育馆举行的「消防处价值导向计划」工作坊。The Psychological Services Unit held the "FSD Value-driven-Actions Campaign" workshop at the Queen Elizabeth Stadium in November 2021.

◀ 伙伴团队为情绪受困扰的人员提供实际协助。The Peer Support Team provides practical assistance to service members in initial stress.