

Contents目錄

處長回顧 Director's Review
6-9

組織 Organisation
10-15

行動 Operations
16-41

防火工作 Fire Protection
42-51

人力資源管理
Human Resources Management
52-63

後勤支援 Logistic Support
64-67

編制 Establishment
財政 Finance
管理 Management
策劃 Planning
新聞及公共關係 Information and Public Relations
職業安全健康 Occupational Safety and Health
資訊科技管理 Information Technology Management

服務承諾 Performance Pledge
撲滅火警 Fire-fighting
特別服務 Special Services
救護服務 Ambulance Services
調派及通訊 Mobilising and Communications
機場消防隊 Airport Fire Contingent
滅火輪 Fireboats
潛水服務 Diving Services
四川地震的救援工作 Rescue in Sichuan Earthquake

牌照及審批 Licensing and Certification
消防安全 Fire Safety
消防安全巡查 Fire Safety Inspections
舊式樓宇消防安全 Fire Safety of Old Buildings

招聘 Recruitment
消防訓練學校 Fire Services Training School
消防處救護訓練學校 Fire Services Ambulance Command Training School
滅火與救援訓練 Fire-fighting and Rescue Training
管理及發展 Management and Development
體能訓練 Physical Training
火警調查組 Fire Investigation Team
壓力輔導組 Stress Counselling Team
福利 Welfare
員工關係 Staff Relations
體育及康樂 Sports and Recreation

工場 Workshops
車輛 Appliances
裝備 Equipment

與時並進 To Move with the Times
68-73

與內地及海外的聯繫
Links with the Mainland and Overseas
74-79

融入社區
Integration into the Community
80-85

附錄 Appendices
86-99

消防工程學方法 Fire Engineering Approach
顧客服務意見調查 Customer Satisfaction Survey
輔助醫療服務質素保證系統 Quality Assurance System
電子救護車出動紀錄 E-Ambulance Journey Record
救護車調派分級制 Medical Priority Dispatch System
先遣急救員計劃 First Responder Programme
特別救援隊 Special Rescue Squad

與內地的聯繫 Liaison with the Mainland
與海外同業的聯繫 Links with Overseas Counterparts

「樓宇消防安全特使」計劃 Building Fire Safety Envoy Scheme
「消防安全大使」計劃 Fire Safety Ambassadors Scheme
「打鐵趁熱」宣傳活動 Hot Strike Campaign
「救心先鋒」計劃 Heart Saver Scheme
公眾聯絡小組 Public Liaison Group
顧客服務 Customer Services
消防處義工隊 Fire Services Volunteers

1. 組織圖 Organisation Chart
2. 勳銜及嘉許 Honours and Awards
3. 車輛及裝備 Appliances and Equipment
4. 火警統計數字 Fire Statistics
5. 特別服務統計數字 Special Services Statistics
6. 救護服務統計數字 Ambulance Statistics
7. 防火統計數字 Fire Protection Statistics

