



融入社區 Integration into the Community



「樓宇消防安全特使」計劃

為提高市民對樓宇消防安全的意識，本處於二零零八年八月推行「樓宇消防安全特使」計劃。在計劃下，物業管理人員、大廈業主及住客會受訓為特使，以提高所屬大廈的消防安全標準。特使負責在所屬大廈內協助宣傳防火信息、舉報火警危險、確保所屬大廈的消防設備效能良好和保養妥善，以及協助籌辦居民參與的火警演習和防火活動。截至二零零九年年末，共有231名特使受過相關訓練。

「消防安全大使」計劃

消防安全大使計劃訓練來自社會不同界別的志願人士成為消防安全大使。截至二零零九年年末為止，共有102 895名市民受訓成為消防安全大使。為了深化消防安全大使計劃，消防處在全港18區均成立了消防安全大使名譽會長會，共委任了300名社區領袖為名譽會長。

學校消防安全話劇比賽

為使防火活動更多元化和有效，本處在二零零九年首次舉辦主題為「消防安全齊參與」的中學話劇比賽。希望學生透過資料搜集、小組討論、編寫劇本等活動可增強消防安全意識。勝出隊伍更獲邀在二零零九防火推廣開展禮及其他防火宣傳活動中演出。

「打鐵趁熱」宣傳活動

九龍總區於二零零九年合共舉辦了八項「打鐵趁熱」宣傳活動。有關活動旨在加強向市民進行消防安全宣傳及教育。地區發生火警後，前線消防人員會藉此機會隨即在該區推廣消防安全教育，趁着附近居民對火警記憶猶新，加強他們的防火意識。

「救心先鋒」計劃

本處在二零零七年開始推行「救心先鋒」計劃，一直廣受市民支持。在計劃下，本處向多個機構及界別的職員，提供簡易心臟去顫器使用法課程。截至二零零九年年末，已有3 150名合資格使用心臟去顫器人士，獲委任為「救心先鋒」。

Building Fire Safety Envoy Scheme

To enhance public awareness of fire safety in buildings, the Department launched a Building Fire Safety Envoy Scheme in August 2008 to train property management staff, owners and occupiers of buildings as envoys to enhance the fire safety standard of their buildings. The envoys help disseminate fire safety messages to occupants of their buildings, report fire hazards or irregularities, ensure the effectiveness and proper maintenance of their buildings' FSIs, and assist in organising fire drills and fire safety activities for the residents. At the end of 2009, a total of 231 envoys were trained.

Fire Safety Ambassadors Scheme

Fire Safety Ambassadors (FSA) Scheme aims at training volunteers from various sectors of the community to become FSAs. Up to the end of 2009, a total of 102 895 people were trained as FSAs. To add impetus to the scheme, FSA Honorary President Associations were established in all 18 districts, and a total of 300 community leaders were appointed as Honorary Presidents.

School Fire Safety Drama Competition

To make fire publicity activities more versatile and effective, a first-ever Secondary School Fire Safety Drama Competition entitled "Fire safety, a job for us all" was held in 2009. It was hoped that students would learn more about fire safety through information collection, group discussion, script writing and stage performance. The winning teams were also invited to conduct live stage performance in the 2009 Fire Prevention Campaign Launching Ceremony and other fire safety publicity activities.

Hot Strike Campaign

In the year of 2009, a total of eight Hot Strike Campaigns were organised by Kowloon Command. The Campaign aims at strengthening the publicity and education on fire safety in the community. Frontline fire personnel take the opportunity to promote fire safety education at the scene immediately in the aftermath of a fire with a view to enhancing the awareness of fire safety in the neighbourhood while their memory of the fire is still fresh.

Heart Saver Scheme

The Department has launched the Heart Saver Scheme since 2007 and received favourable public support. Training on the use of public access defibrillators have been provided to staff of a number of organisations in various sectors. As at the end of 2009, a total of 3 150 qualified persons have been appointed Heart Savers.

消防處義工隊

本處義工隊由超過600名軍裝與文職人員組成，為社區提供服務以及幫助有需要的人士。全隊年內合共參與義工活動超過48 000小時。

義工亦積極參與非政府機構及慈善機構所舉辦的自願活動，並參與於本港舉行的2009東亞運動會多項義工計劃。

公眾聯絡小組

公眾聯絡小組由30名來自社會各階層的市民組成。除了有助促進消防處與市民的聯繫，使市民更了解本處的工作以及理想、使命和目標外，公眾聯絡小組還加強本處與社區的伙伴關係，使本處在執行工作時更為暢順。

過往多年，小組成員經常在總部總區消防總長主持的定期會議上，提供有建設性的意見和建議。為使小組成員更深入了解本處的工作，本處定期邀請他們出席結業會操及消防局開放日、參觀本處新落成的設施，以及參與宣傳運動與其他推廣活動。

Fire Services Volunteers

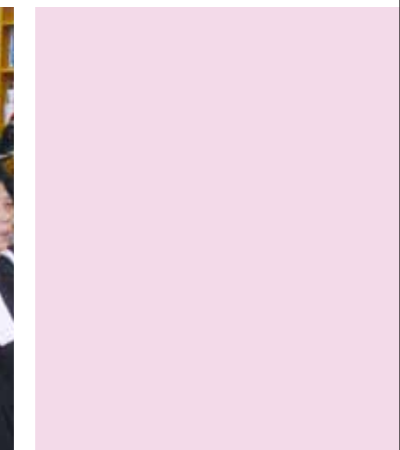
The Fire Services Volunteer Team has over 600 members comprising uniformed and civilian staffs to serve the community and help people in need. More than 48 000 service hours have been contributed by the volunteers.

The volunteers actively take part in the voluntary activities organised by non-governmental organisation and charity organisations. They participated in various volunteer programmes of the 2009 East Asian Games held in Hong Kong.

Public Liaison Group

The Public Liaison Group comprises 30 members of the public from all walks of life. The Group helps in fostering good community relations and promoting better understanding by the public of the Department's work as well as its vision, mission and objectives. It also enables the Department to strengthen its partnership with the community in carrying out its work.

Over the years, members of the Group have offered constructive ideas and suggestions to the Department in its regular meetings chaired by the Chief Fire Officer (Headquarters). To give Group members a better understanding of the work of the Department, they were invited to attend passing-out parades and open days of fire stations, pay visits to new Fire Services facilities and participate in publicity campaigns and other promotional activities on a regular basis.



- 1 樓宇消防安全特使學習使用滅火筒
Building Fire Safety Envoys are learning to use fire extinguishers
- 2 消防安全中學話劇比賽
School Fire Safety Drama Competition
- 3 消防義工為長者理髮
F.S. volunteers provide hair-cut for aged people
- 4 消防安全大使派發防火宣傳單張
Fire Safety Ambassadors distribute fire safety leaflets







- 1 2009年公務員優質服務獎勵計劃消防處奪五個獎項
FSD has bagged a total of five awards in the 2009 Civil Service Outstanding Service Award Scheme
- 2 消防處贏優質顧客服務大獎金獎
FSD has snatched the Gold Award in the Customer Service Excellence Award Program 2009
- 3 消防處再度於09年獲頒授「同心展關懷」資格
FSD is again awarded the title of "Caring Organisation" in 2009



優質服務

本處在公務員事務局主辦的「2009年公務員優質服務獎勵計劃」中，勇奪五個獎項。除連續五屆蟬聯「最佳公眾形象獎」金獎外，本處亦連續兩年榮獲「部門精進服務獎」冠軍，另外更獲得三項「部門合作獎」，計有亞軍一項及優異獎兩項。

顧客服務

由香港優質顧客服務協會主辦的「優質顧客服務大獎2009」，旨在肯定和嘉許機構及其僱員的出色表現，並且提倡以客為本的精神。本處繼二零零八年獲得銀獎後，今年更上層樓，勇奪金獎殊榮，足見部門上下一心，不斷努力提供優質服務。

二零零九年，香港社會服務聯會連續第三年向本處頒授「同心展關懷」資格，確認本處在鼓勵義務工作、聘用弱勢人士、建立伙伴關係，以及樂於捐助等各方面的出色表現。

Quality Service

In the 2009 Civil Service Outstanding Service Award Scheme organised by the Civil Service Bureau, the Department has won a total of five awards. These included the Gold Award for *Best Public Image*, the fifth consecutive time in a row; the Championship of the *Service Enhancement Award*, for two consecutive exercises; and the First Runner-up and two Merit Awards of the *Partnership Awards*.

Customer Service

The Department snatched the Gold Award in the Customer Service Excellence Award Program 2009 organised by the Hong Kong Association for Customer Service Excellence, after winning the Silver Award in 2008. This award aims to recognise organisations and their employees for outstanding achievements and to promote a customer-oriented culture. The award is the result of the concerted efforts of all members of the Department in striving for service excellence.

During the year, the Department was also awarded the title of *Caring Organisation* by the Hong Kong Council of Social Service for the third consecutive year in recognition of its exemplary performance in encouraging voluntary services, employing disadvantaged people, and in establishing partnership and enthusiasm for donations.

2009年贏得獎項 Winning Awards in 2009



- 1 2009年公務員優質服務獎勵計劃
部門合作獎—科學為民
優異獎
Civil Service Outstanding Service Award Scheme 2009
Partnership Award – Science in the Public Service
Merit Award
- 2 2009年公務員優質服務獎勵計劃
部門合作獎—多元智能躍進計劃
優異獎
Civil Service Outstanding Service Award Scheme 2009
Partnership Award – Enhanced Smart Teen Project
Merit Award
- 3 2009年公務員優質服務獎勵計劃
最佳公眾形象獎
金獎
Civil Service Outstanding Service Award Scheme 2009
Best Public Image Award
Gold Award
- 4 2009年公務員優質服務獎勵計劃
精進服務獎
冠軍
Civil Service Outstanding Service Award Scheme 2009
Service Enhancement Award
Champion
- 5 2009年優質顧客服務大獎金獎
Customer Service Excellence Award Program 2009
Gold Award
- 6 2009年公務員優質服務獎勵計劃
部門合作獎—蘇麗洪號滅火輪
保存及展示計劃
亞軍
Civil Service Outstanding Service Award Scheme 2009
Partnership Award – Preservation and Display of Fireboat Alexander Grantham
First Runner-up