

目錄 Contents

04-07

處長回顧 Director's Review

08-13

組織 Organisation

- 10 組織 Organisation
- 11 編制 Establishment
- 11 財政 Finance
- 11 管理 Management
- 11 策劃 Planning
- 12 新聞及公共關係 Information and Public Relations
- 12 職業安全健康 Occupational Safety and Health

14-33

行動 Operations

- 16 服務承諾 Performance Pledge
- 18 撲滅火警 Fire-fighting
- 22 特別服務 Special Services
- 26 救護服務 Ambulance Services
- 31 調派及通訊 Mobilising and Communications
- 31 機場消防隊 Airport Fire Contingent
- 31 滅火輪 Fireboats
- 32 潛水服務 Diving Services

34-41

防火工作 Fire Protection

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

42-53

人力資源管理 Human Resources Management

- 44 招聘 Recruitment
- 44 消防訓練學校 Fire Services Training School
- 44 消防處救護訓練學校 Fire Services Ambulance Command Training School
- 47 滅火與救援訓練 Fire-fighting and Rescue Training
- 47 基礎特種救援隊訓練 Basic Special Rescue Squad Training
- 48 管理及發展 Management and Development
- 48 現場指揮訓練 Incident Command Training
- 49 體能訓練 Physical Training
- 50 火警調查組 Fire Investigation Team
- 50 壓力輔導組 Stress Counselling Team
- 50 紀律專責隊伍 Service Disciplinary Team
- 51 福利 Welfare
- 51 員工關係 Staff Relations
- 52 體育及康樂 Sports and Recreation

54-57

資訊科技及後勤支援 Information Technology & Logistic Support

- 56 資訊科技管理 Information Technology Management
- 56 工場 Workshops
- 56 車輛 Appliances
- 56 工具及裝備 Equipment and Personal Protective Clothings

58-65

與時並進 To Move with the Times

- 60 顧客服務意見調查 Customer Satisfaction Survey
- 60 輔助醫療服務質素保證系統 Paramedic Service Quality Assurance System
- 60 電子救護車出勤記錄 E-Ambulance Journey Record
- 61 救護車調派分級制 Medical Priority Dispatch System
- 63 特種救援隊 Special Rescue Squad
- 63 坍塌搜救專隊 Urban Search and Rescue Team

66-71

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

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

72-79

融入社區 Integration into the Community

- 74 「樓宇消防安全特使」計劃 Building Fire Safety Envoy Scheme
- 74 「消防安全大使」計劃 Fire Safety Ambassadors Scheme
- 74 學校消防安全話劇比賽 School Fire Safety Drama Competition
- 74 「打鐵趁熱」宣傳活動 Hot Strike Campaign
- 74 「救心先鋒」計劃 Heart Saver Scheme
- 75 消防處義工隊 Fire Services Volunteers
- 75 公眾聯絡小組 Public Liaison Group
- 78 優質服務 Quality Service
- 78 顧客服務 Customer Service

80-90

附錄 Appendices

- 80 組織圖 Organisation Chart
- 82 消防局及救護站 Fire Stations and Ambulance Depots
- 84 勳銜及嘉許 Honours and Awards
- 84 消防車輛及救護車輛 Fire Appliances and Ambulances
- 86 火警統計數字 Fire Statistics
- 88 特別服務統計數字 Special Services Statistics
- 89 救護召喚 Ambulance Calls
- 90 防火統計數字 Fire Protection Statistics

