

# 行动 OPERATIONS



## 服务承诺 PERFORMANCE PLEDGE

本处处理楼宇火警召唤的规定召达时间，楼宇密集地区为六分钟，楼宇分散和偏远地区则为九至23分钟。本处承诺致力达至目标，务求楼宇密集地区92.5%的楼宇火警召唤及楼宇分散和偏远地区94.5%的楼宇火警召唤，能在规定召达时间内获到场处理。

至于紧急救护服务，目标召达时间为12分钟。本处承诺致力达至目标，务求在整体紧急救护召唤中，有92.5%能在目标召达时间内获到场处理。

二零二二年，94.9%的楼宇火警召唤和88%的紧急救护召唤，在规定/目标召达时间内获到场处理。

年内，100%的迫切火警危险投诉均在24小时内获得处理。

The graded response time for calls regarding fires in buildings is six minutes for built-up areas and nine to 23 minutes for areas of dispersed risks and isolated developments. The department pledges to achieve the target of 92.5% for building fire calls in built-up areas and 94.5% for dispersed risks and isolated developments.

For emergency ambulance service, the target response time is 12 minutes and the department pledges to achieve the target of 92.5% of all emergency ambulance calls.

In 2022, 94.9% of building fire calls and 88% of emergency ambulance calls were responded to within the graded/target response time.

During the year, 100% of complaints of imminent fire hazards were handled within 24 hours.

01



香港01 图片 HK01 photo

02



星岛日报图片 Sing Tao Daily photo

01 将军澳宝琳北路一辆电动车起火，消防人员使用化学泡沫灌救。  
A electric vehicle catches fire on Po Lam Road North, Tseung Kwan O. The fire personnel use chemical foam to fight the blaze.

02 大埔吐露港公路发生交通意外，涉及一辆小巴及一辆工程车，救护人员迅速把伤者送院。  
A traffic accident involving a mini bus and an engineering vehicle occurs on Tolo Highway, Tai Po. The ambulance personnel rush the injured to hospital.



## 扑灭火警 FIREFIGHTING

二零二二年，本处接获的火警召唤由二零二一年的33,891宗增加至34,775宗。年内，火警造成28人丧生和287人受伤，获救脱险的有12,894人。伤者中有五人是执行职务时受伤的消防人员。

同年接获的34,775宗火警召唤中，有五宗涉及三级或以上的火警。煮食时发生意外是酿成火警的主要原因，此类火警共有1,013宗。因电力故障而酿成的火警有846宗；不小心处理或弃置燃着的物品（例如烟蒂、火柴和蜡烛）而酿成的火警则有541宗。另外，因纵火而酿成的火警共有414宗。至于警钟误鸣（主要由自动警报系统失灵引致）则占火警召唤总数约76.3%。

The number of fire calls increased from 33,891 in 2021 to 34,775 in 2022. During the year, fires claimed 28 lives and injured 287 persons while 12,894 persons were rescued. Among the injured were five fire personnel who sustained injuries in the line of duties.

Of the 34,775 fire calls received in 2022, five involved no. 3 alarm or above fires. Accidents during cooking were the major causes of fires, totalling 1,013 cases. General electrical fault contributed to 846 fires, while careless handling or disposal of lighted materials, such as cigarette ends, matches and candles led to 541 fires. Also, there were 414 deliberate fires. Unwanted alarms, triggered mainly by faulty automatic alarm systems, contributed to about 76.3% of the total number of fire calls.

# 瞩目火警概述

## NOTABLE FIRES



荃湾海角街一个建筑地盘发生三级火警，冒出大量浓烟。  
A no. 3 alarm fire breaks out at a construction site on Hoi Kok Street, Tsuen Wan. Masses of dense smoke rolls out.



元朗一条连接宏乐街和扩业街的电缆桥发生一级火警，火势猛烈。  
A no. 1 alarm fire breaks out at a cable bridge linking Wang Lok Street and Kwong Yip Street, Yuen Long. The bridge burns fiercely.



秀茂坪安达臣道一幢住宅发生三级火警，消防处出动284名消防及救护人员参与灭火救援。  
A no. 3 alarm fire occurs at a residential building on Anderson Road, Sau Mau Ping. The FSD deploys 284 fire and ambulance personnel for the firefighting and rescue operation.

香港01图片 HK01 photo

四月二十八日  
April 28

荃湾海角街一个建筑地盘内的两层高钢制货柜发生三级火警，消防处在行动中出动四条灭火喉、三队烟帽队、60辆消防车、九辆救护车，以及合共290名消防及救护人员。火警导致两人受伤，皆送院治理。

A no. 3 alarm fire broke out at a double-storey steel-framed container on a construction site on Hoi Kok Street, Tsuen Wan. The FSD deployed four jets, three breathing apparatus teams, 60 fire appliances, nine ambulances and a total of 290 fire and ambulance personnel for the operation. Two persons were injured and conveyed to hospital for medical treatment.

六月二十一日  
June 21

元朗一条连接宏乐街和扩业街的电缆桥发生一级火警，随后倒塌。桥内载有多组高压电缆，火警导致附近地区电力中断。消防处动用两条灭火喉、一支座地中攻喉笔及两队烟帽队灌救，而在灭火行动中，亦首次出动灭火机械人。

A no. 1 alarm fire broke out at a cable bridge linking Wang Lok Street and Kwong Yip Street, Yuen Long. The bridge, subsequently collapsed, carried multiple high-voltage cables which led to power outage in nearby districts. The FSD deployed two jets, one ground monitor and two breathing apparatus teams to tackle the fire. The firefighting robot was also mobilised in the firefighting operation for the first time.

七月八日  
July 8

秀茂坪安达臣道一幢住宅发生三级火警，消防处在灭火行动中出动四条灭火喉、四队烟帽队、126辆消防车、五辆救护车及284名消防及救护人员，此外亦出动无人机系统监察行动过程。火警中共有18人自行疏散，无人受伤。

A no. 3 alarm fire occurred at a residential building on Anderson Road, Sau Mau Ping. The FSD deployed four jets, four breathing apparatus teams, 126 fire appliances, five ambulances and 284 fire and ambulance personnel to fight the blaze. The unmanned aircraft system was also mobilised to monitor the operation. A total of 18 persons self-evacuated and no one was injured.

八月三日  
August 3

粉岭军地北村一个货仓发生三级火警，消防处动用四条灭火喉、一支座地中攻喉笔、一台灭火机械人和四队烟帽队灌救。事故中合共出动了250名消防及救护人员、65辆消防车、七辆救护车，以及无人机系统。一人在火警中死亡，消防人员协助疏散共五人。

A no. 3 alarm fire broke out at a warehouse in Kwan Tei North Tsuen, Fanling. The FSD deployed four jets, one ground monitor, one firefighting robot and four breathing apparatus teams to tackle the fire. A total of 250 fire and ambulance personnel, 65 fire appliances, seven ambulances and the unmanned aircraft system were also mobilised. One person died in the fire and five persons were evacuated.

九月七日  
September 7

西贡鹿尾村一间车房发生三级火警，消防处动用四条灭火喉及四队烟帽队灌救。事故中共出动144名消防及救护人员、44辆消防车、七辆救护车，以及无人机系统。火警中约有30人自行疏散到安全地方。

A no. 3 alarm fire occurred at a garage in Luk Mei Tsuen, Sai Kung. The FSD used four jets and deployed four breathing apparatus teams to fight the blaze. A total of 144 fire and ambulance personnel, 44 fire appliances, seven ambulances and the unmanned aircraft system were mobilised. About 30 persons self-evacuated to safety.

九月八日  
September 8

葵涌葵泰路一个货仓发生三级火警，消防处在灭火行动中出动68辆消防车、五辆救护车、四条灭火喉及四队烟帽队，以及合共225名消防及救护人员。火警中有两人自行疏散，其中一人受伤送院。

A no. 3 alarm fire broke out at a warehouse on Kwai Tai Road, Kwai Chung. The FSD deployed 68 fire appliances, five ambulances, four jets, four breathing apparatus teams and a total of 225 fire and ambulance personnel to fight the blaze. Among the two persons self-evacuated, one was injured and conveyed to hospital.

01 西贡鹿尾村一间车房发生三级火警，消防处动用四条灭火喉及四队烟帽队灌救。  
A no. 3 alarm fire breaks out at a garage in Luk Mei Tsuen, Sai Kung. The FSD mobilises four jets and four breathing apparatus teams to fight the blaze.

02 葵涌葵泰路一个货仓发生三级火警，消防人员开喉灌救。  
A no. 3 alarm fire breaks out at a warehouse on Kwai Tai Road, Kwai Chung. The fire personnel use jets to fight the blaze.





## 特别服务 SPECIAL SERVICES

本处为多类事故提供救援服务，例如交通意外、攀山拯救、船舶失事、有人被困升降机或被锁室内、气体泄漏、楼房倒塌、水浸、山泥倾泻、工业意外和有人企图从高处跳下等。

二零二二年，本处共接获 35,314 宗特别服务召唤，当中涉及 1,035 人丧生，2,011 人受伤。在各类需要本处协助的特别服务个案中，被困升降机事故仍占大多数，有 12,250 宗；其他如锯树、被锁室内及攀山拯救事故，分别有 1,394、1,489 及 1,014 宗。

The department provides a wide range of rescue services for various incidents such as traffic accidents, mountain rescue, shipwrecks, persons trapped/shut in lifts or locked in premises, gas leakages, house collapses, flooding, landslides, industrial accidents and persons attempting to jump from heights.

A total of 35,314 special service calls were received in 2022, involving 1,035 fatalities and 2,011 injuries. Among the special service cases that required assistance from the FSD, trapped/shut in lift incidents still made up the majority at 12,250 cases, whereas incidents such as tree cutting, locked in premises and mountain rescue accounted for 1,394, 1,489 and 1,014 respectively.

## 瞩目特别服务事故概述 NOTABLE SPECIAL SERVICE INCIDENTS



九龙湾一个危险品仓库发生化学物品泄漏事故，危害物质事故支援队到场协助救援。  
A chemical leakage incident occurs at a dangerous goods warehouse in Kowloon Bay. The HazMat Support Unit arrives at scene to assist in the rescue.

六月二十日  
June 20

一名男子在大屿山昂坪行山时失踪，消防处在行动中出动了53辆消防车、13辆救护车、259名消防及救护人员（包括攀山拯救专队、高空拯救专队及搜救犬队），以及无人机系统。经过历时四日的搜索，最后在凤凰山悬崖下找到该名男子的尸体。

A man went missing during hiking at Ngong Ping, Lantau. The FSD deployed 53 fire appliances, 13 ambulances and 259 fire and ambulance personnel, including the Mountain Search and Rescue Team, the High Angle Rescue Team and the Search and Rescue Dog Team. The unmanned aircraft system was also mobilised. The body of the man was eventually located under a cliff of Lantau Peak after a four-day search.

七月十三日  
July 13

一名男子在石澳土地湾一海滩对开约100米处遇溺，消防处在行动中出动了两艘消防船、两艘快艇、一艘潜水支援船、一艘潜水支援快艇、两辆潜水装备供应车、六辆消防车、三辆救护车，以及60名消防及救护人员，并借助水下遥控机械人，于水底找到该名男子。他由消防处潜水员救起，其后证实死亡。

A man was drowned in the sea about 100 metres off a beach at To Tei Wan, Shek O. The FSD deployed two fireboats, two speedboats, one diving support vessel, one diving support speedboat, two diving tenders, six fire appliances and three ambulances as well as 60 fire and ambulance personnel. The man was eventually located under water by using the underwater remotely operated vehicle. He was rescued by FSD divers and later certified dead.

八月十六日  
August 16

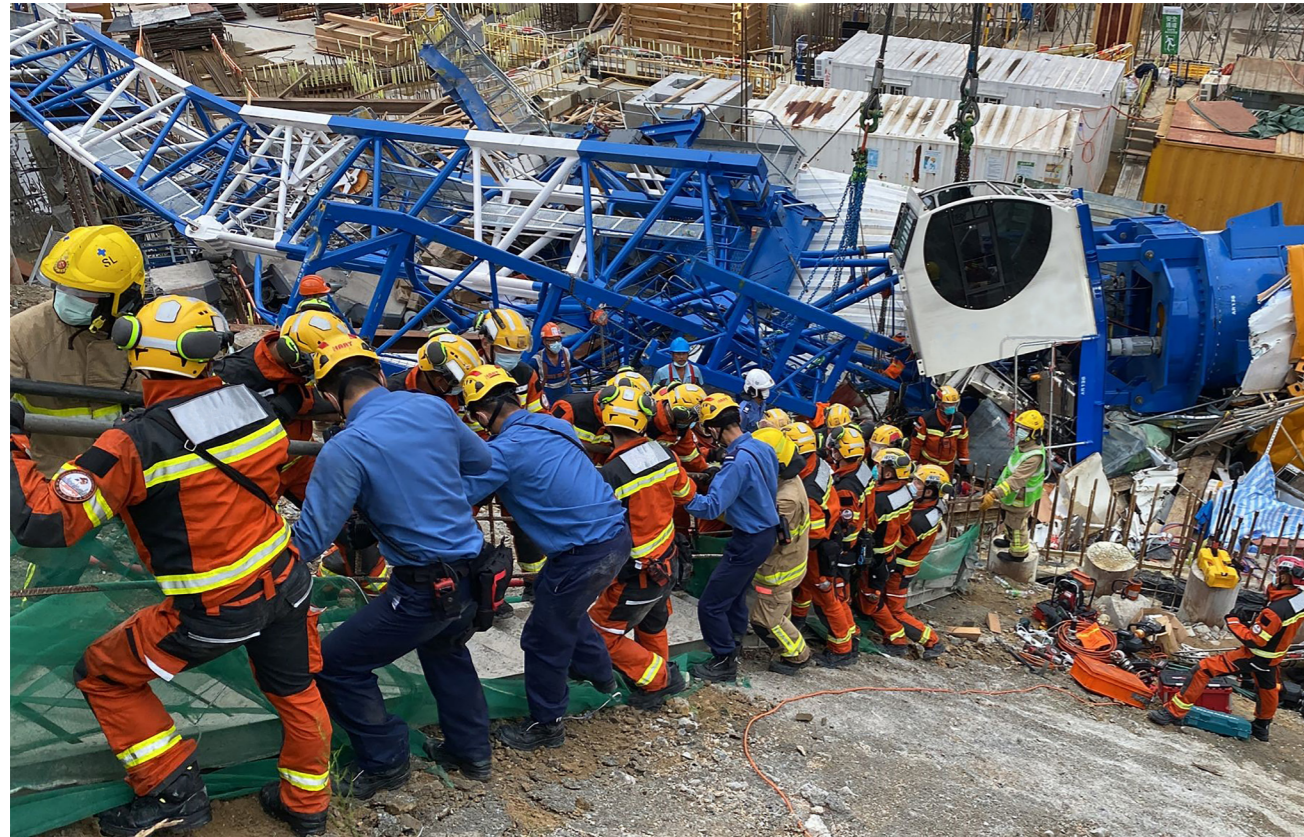
九龙湾一个危险品仓库发生怀疑乙酸泄漏事故，消防处在行动中出动了25辆消防车、两辆救护车，以及87名消防及救护人员，包括危害物质事故支援队。消防人员共将八人带到安全地方。

A suspected acetic acid leakage incident occurred at a dangerous goods warehouse in Kowloon Bay. The FSD mobilised 25 fire appliances, two ambulances as well as 87 fire and ambulance personnel including the HazMat Support Unit. A total of eight persons were led to safety by the fire personnel.

01 秀茂坪安达臣道一个建筑地盘内一座天秤倒塌，压毁五个金属货柜，意外造成三人死亡。  
A tower crane in a construction site on Anderson Road, Sau Mau Ping collapses and lands on five metal containers, causing three deaths.

02 港铁油麻地站发生列车事故，两对车门移位。  
A train incident occurs at MTR Yau Ma Tei Station in which two pairs of train doors are dislocated.

01



九月七日  
September 7

秀茂坪安达臣道一个建筑地盘内一座天秤倒塌，压毁五个金属货柜，导致多人被困。消防处在行动中出动了43辆消防车、17辆救护车，以及222名消防及救护人员，包括高空拯救专队、坍塌搜救专队及搜救犬队。事故造成三人死亡，六人受伤。

A tower crane in a construction site on Anderson Road, Sau Mau Ping collapsed and landed on five metal containers with multiple persons trapped. The FSD deployed 43 fire appliances, 17 ambulances as well as 222 fire and ambulance personnel, including the High Angle and Rescue Team, the Urban Search and Rescue Team and the Search and Rescue Dog Team. Three persons died in the incident and another six were injured.

十一月十三日  
November 13

港铁油麻地站发生列车事故，两对车门移位，卡在列车与月台幕门之间。消防处在行动中出动了10辆消防车、八辆救护车及65名消防及救护人员，共疏散150人到安全地方，另有600人自行疏散。事故中有一人受伤，另有一人感到不适。

A train incident occurred at MTR Yau Ma Tei Station in which two pairs of train doors were dislocated and stuck between the train and the platform screen doors. The FSD deployed 10 fire appliances, eight ambulances and 65 fire and ambulance personnel. A total of 150 persons were evacuated to safety and another 600 self-evacuated. One person was injured and another felt unwell.

02



十二月五日  
December 5

港铁康城站与将军澳站之间的隧道发生列车事故，两卡车厢移位。消防处在行动中出动了30辆消防车和救护车，以及105名消防及救护人员。消防人员共将700人带到安全地方，另有800人自行疏散，其中两人受伤并送院治理。

A train incident occurred in the tunnel between MTR LOHAS Park Station and MTR Tseung Kwan O Station in which two carriages were displaced. The FSD mobilised 30 fire appliances and ambulances and 105 fire and ambulance personnel. A total of 700 persons were led to safety by the fire personnel and another 800 self-evacuated. Two persons were injured and conveyed to hospital for treatment.

香港01图片 HK01 photo



消防處流動傷者治療車  
FIRE SERVICES DEPARTMENT  
CASUALTY TREATMENT CENTRE



AMBULANCE 救護

救护服务  
AMBULANCE  
SERVICE



救护总区处理的召唤  
Calls responded by Ambulance Command

740,129 宗  
calls

救助伤病者  
Total number of patients

648,442 人  
persons

所有紧急救护车、急救医疗电单车和快速应变急救车的当值人员均提供辅助医疗救护服务。辅助医疗主管除操作自动心脏除颤器等复苏设备外，亦会运用不同药物治疗伤病者的不适或减轻其痛苦，例如糖尿病急症、过敏反应、低血容量性休克、大量出血、兴奋性谵妄综合症、心源性胸痛、气促、抽搐和服药过量等情况。

本处于二零二二年十一月推出「大量伤者事故检伤分流系统」，协助救护人员在大型事故中整合伤者资料，以便调配救护资源。医院急症室亦可透过该系统掌握最新的伤者数字，为接收伤者做好准备。

此外，本处在二零二二年九月推行新的救护车消毒流程，令救护车消毒工作更加精准和高效快捷，同时减轻前线人员的负担。新消毒流程使用特定的消毒剂和工具，可提升前线人员的职业安全和健康水平，并加快救护车流转。

平均每天召唤  
Average calls per day

2,028 宗  
calls

平均每天救助人数  
Daily average of patients handled

1,777 人  
persons

All emergency ambulances, Emergency Medical Assistant Motorcycles and Rapid Response Vehicles are manned to provide paramedic ambulance services. Apart from operating resuscitation equipment such as automated external defibrillators (AED), paramedic supervisors can also administer different drugs to treat patients' illnesses or alleviate their suffering such as diabetic emergencies, anaphylaxis, hypovolemic shock, massive bleeding, excited delirium syndrome, cardiac chest pain, shortness of breath, seizure and drug overdose.

The department launched the "Patient Tagging System for Multiple Casualties Incidents" (PTS-MCI) in November 2022. The system facilitates ambulance personnel in consolidating information on the casualties and thus allocating ambulance resources in major incidents. The accident and emergency departments of hospitals could also grasp the latest figures of the casualties through the PTS-MCI to make advance preparation for receiving casualties.

Moreover, a new ambulance disinfection protocol was launched in September 2022 to further improve ambulance disinfection accuracy, efficacy, efficiency as well as reducing the burden of the frontline personnel. With the designated disinfectants and equipment, the new protocol can enhance the occupational safety and health of frontline personnel and boost up the availability of ambulances.

## 消防处救护车队 FSD Ambulance fleet

截至二零二二年年底  
As at the end of 2022

市镇救护车  
Town ambulances  
457 辆  
vehicles

辅助医疗装备车  
Paramedic Equipment Tenders  
2 辆  
vehicles

急救医疗电单车  
Emergency Medical Assistant Motorcycles  
41 辆  
vehicles

流动伤者治疗车  
Mobile Casualty Treatment Centres  
4 辆  
vehicles

快速应变急救车  
Rapid Response Vehicles  
4 辆  
vehicles

小型救护车  
Mini Ambulances  
4 辆  
vehicles



01



01 消防处推出「大量伤者事故检伤分流系统」，有助救护人员在大型事故中整合伤者资料，灵活调配救护资源。  
The department launches the "Patient Tagging System for Multiple Casualties Incidents" which facilitates ambulance personnel in consolidating information on the casualties and thus allocating ambulance resources flexibly in major incidents.

03



03 八月二十一日，黄大仙彩虹道一辆双层巴士失控驶上行人路，造成12人受伤。  
On August 21, a double-deck bus loses control and drives onto the pavement on Choi Hung Road, Wong Tai Sin, injuring 12 persons.

星岛日报图片 Sing Tao Daily photo

02



02 助理处长(救护)吴孝铭(左)向成功拯救生命的市民颁授嘉许状。  
Assistant Director (Ambulance), Ng Hau-ming, Terence (left), presents a commendation certificate to a citizen who has saved life.

04



04 十二月二十九日，铜锣湾高士威道一辆双层巴士撞向行人天桥，造成10人受伤。  
On December 29, a double-deck bus crashes into a footbridge on Causeway Road, Causeway Bay, injuring 10 persons.

香港01图片 HK01 photo



## 处理 2019 冠状病毒病个案 Handling of COVID-19 cases

在第五波疫情期间，市民对救护服务的需求急增，消防处接获的召唤个案曾创下每日超过 2,700 宗的记录，当中过半数与疫情有关。救护人手更出现历来最严重的短缺情况，曾一度有 866 名救护人员因染疫或接受检疫而未能执勤，约占救护总人数的四分之一。此外，救护车每次处理一宗与 2019 冠状病毒病相关的个案后，都必须进行彻底消毒和清洁。在这些特殊情况下，可供调派的救护车数量及召达时间都受到严重影响。

消防处制定了多项紧急应变策略及措施，以应对这些挑战。例如为解决人手短缺问题，本处安排同事逾时工作，并聘用已退休的救护人员作支援，又抽调非前线救护人员和先遣急救员到救护车执勤。此外，本处亦安排部分消防人员受训，使他们能于休班期间驾驶救护车，以助纾缓人手严重不足的压力。

救护车每次处理一宗与 2019 冠状病毒病相关的个案后，都必须进行彻底消毒和清洁。  
After handling of each COVID-19 related case, the ambulance has to be thoroughly disinfected and cleaned.



During the fifth wave of the epidemic, the demand for ambulance services increased drastically to a record high, with over 2,700 cases received per day, and more than half of them were epidemic related. Besides, the shortage of manpower in the ambulance services once reached an all-time high, with 866 ambulance personnel not available to perform their duties due to COVID-19 infection or quarantine. This accounted for about a quarter of the total number of ambulance personnel. In addition, after handling of each COVID-19 related case, the ambulance had to be thoroughly disinfected and cleaned. Under such special circumstances, the number of ambulances available for dispatch and the response time were severely affected.

The FSD formulated a series of emergency strategies and measures to tackle these challenges. For example, on manpower shortage, the FSD scheduled staff for overtime work, employed retired ambulance personnel to help out and mobilised non-frontline ambulance personnel and first responders to take up ambulance duties. Besides, training was given to a number of fire personnel so that they could drive ambulances whilst off-duty to help ease the heavy demand for manpower.

## 特别支援队

救护总区的特别支援队（支援队）在抗疫前线肩负多项重任，例如协助卫生部门把怀疑或确诊患者转送往医院或社区治疗设施。本处与卫生署卫生防护中心通力合作，当接获载送 2019 冠状病毒病患者的非紧急个案时，便会调派救护车及支援车辆（例如租用旅游巴士）到场。另外，进入香港水域的船只如有船员确诊，又或检疫酒店的访港旅客染疫，支援队亦会协助将这些患者送往指定的社区隔离设施。

为防安老院舍出现感染个案后引致疫症在院内爆发，当局有必要尽快将感染院友及其密切接触者从院舍撤离，分别转移到指定的检疫中心及暂托中心。因应涉及人数众多，消防处与香港圣约翰救护机构、医疗辅助队和医院管理局（医管局）成立专责小组，并由支援队担当统筹者，以便收到社会福利署提出的要求时，可以采取紧急行动，将院友撤离及之后送返安老院舍。

另外，本处又调配不同资源，包括抬床运送及载客两用车、转院救护车车队及非紧急救护运送服务车辆，尽量增加运载量。

## 灭火轮的运送工作

第五波疫情期间，大量居于离岛的患者、密切接触者及肢体伤残的长者需要送往医院或社区隔离设施／社区治疗设施。海务及潜水区派出灭火轮将他们先送到市区的码头，再由救护车或抗疫车辆分别送到医院和社区隔离设施／社区治疗设施。



二零二二年  
In 2022

将院友撤离及送返安老院舍的行动  
Operations evacuating residents from and returning to RCHEs

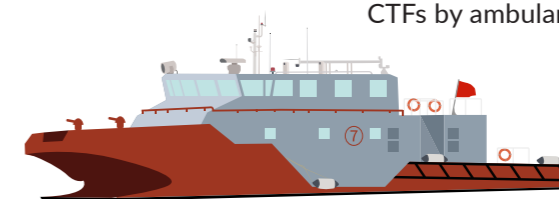
4,134 次  
times

10,696 名院友  
residents

灭火轮进行的撤离和运送行动  
Operations involving evacuation and transportation carried out by fireboats

169 次  
times

371 人  
persons



## Special Support Unit

The Special Support Unit (SSU) of the Ambulance Command played various important roles at the forefront of the fight against the epidemic. For example, it assisted the health authorities in transferring suspected or confirmed patients to hospitals or the community treatment facilities (CTFs). The department dispatched ambulances and support vehicles such as hired coaches to respond to non-emergency conveyance cases related to COVID-19, in full co-operation with the Centre for Health Protection (CHP) of the Department of Health (DH). The SSU also assisted in conveying infected crew members of vessels entering the Hong Kong waters and infected inbound travellers from quarantine hotels to designated community isolation facilities (CIFs).

In order to prevent an outbreak in residential care homes for the elderly (RCHEs) after infection cases occur, it is necessary to evacuate the infected residents and their close contacts from the RCHEs to designated quarantine centres (QCs) and holding centres as soon as possible. In view of the large number of residents to be conveyed, a task force composed of the FSD, the Hong Kong St. John Ambulance, the Auxiliary Medical Service and the Hospital Authority (HA) was set up, with the SSU as the coordinator, for carrying out urgent operations to evacuate the residents from and later convey them back to the RCHEs upon receipt of such requests from the Social Welfare Department.

Besides, the department deployed various resources including the multi-stretcher personnel carrier, hospital transfer fleet and non-emergency ambulance transfer service vehicles to maximise the conveying capacity.

## Conveyance by fireboats

During the fifth wave of the epidemic, a large number of patients, close contacts and elderly individuals with physical disabilities living on outlying islands needed to be transferred to hospitals or the CIFs/CTFs. They were conveyed first by fireboats deployed by the Marine and Diving Division to piers in the urban area and then to hospitals and the CIFs/CTFs by ambulances or anti-epidemic vehicles.

## 快速应变队

### Rapid Response Teams (RRTs)

消防处人员参与执行快速应变队的职务

FSD personnel enrolled to perform RRT duties

10,220 人次  
persons

## 检疫中心及社区设施

### Quarantine Centres and Community Facilities

检疫、隔离及治疗设施的需求随着疫情迅速扩散而急增，政府于是设立多间检疫中心、社区隔离设施及社区治疗设施。为确保这些检疫中心及社区隔离设施的消防安全，消防处派遣快速应变队到这些中心和设施24小时候命，随时提供灭火及救援服务，并定时进行消防安全巡查。本处亦根据风险评估制定应变计划，以应对于这些设施发生的紧急事故。

此外，为应付设立社区隔离设施和社区治疗设施的急切需要，牌照及审批总区与消防安全总区就危险品的贮存与消防装置及设备的安装事宜，积极安排与建筑署、医管局及项目顾问公司等各个政府部门及机构举行会议，并提供专业意见。为加快各项目的整体规划及落成进度，本处优先处理就项目提交的申请或文件。此外，上述两个总区分别成立专责小组，处理有关图则审核、消防装置及设备的认可测试和检查，以及危险品牌照的事宜。

The rapid spread of COVID-19 led to a surge in the demand for quarantine, isolation and treatment facilities, resulting in the construction of various QCs, CIFs and CTFs. To ensure the fire safety of the QCs and CIFs, a number of Rapid Response Teams (RRTs) were put on standby on site round-the-clock to engage in firefighting and rescue operations where necessary, in addition to conducting regular fire safety inspections. The department also formulated contingency plans to deal with emergencies on site based on risk assessment.

Furthermore, to address the pressing need for the CIFs and CTFs, the Licensing and Certification Command and the Fire Safety Command actively arranged meetings and provided expert advice to various government departments and organisations, such as the Architectural Services Department, HA and project consultants, on projects regarding the storage of dangerous goods as well as provision of fire service installations and equipment (FSIs). The department accorded priority to applications or submissions relating to the projects to expedite their overall planning and completion. Two dedicated teams from the two commands were also set up to handle matters concerning vetting of plans, acceptance tests and inspections of FSIs, as well as dangerous goods licences.

快速应变队成员到一间社区隔离设施进行例行消防安全巡查。  
Members from a Rapid Response Team conduct regular fire safety inspection at a community isolation facility.



## 支援政府抗疫工作

### Support for Government's anti-epidemic work

#### 强制检疫

为支援卫生防护中心成立的家居检疫小组的运作，本处自二零二零年七月起总共借调五名救护主任至卫生署，协助该专责小组的工作。本处征集超过2,170名属员在休班时间协助政府到不同楼宇／处所，对接受强制检疫的人士进行突击检查。

#### 处长指挥室

消防处于二零二二年二月初启动处长指挥室，协助安排把非紧急确诊者由住所或过境口岸送到社区隔离设施／社区治疗设施。由于运送服务需求庞大，本处透过运输署安排数以百计的旅游巴士及的士组成抗疫车队，以应付所需。

此外，本处在二零二二年三月初主动推出新机制，方便市民透过电邮、WhatsApp 热线及微信帐号，申请直接入住社区隔离设施。

#### Compulsory quarantine

A total of five ambulance officers had been seconded to the DH since July 2020 to support the operation of the Home Quarantine Taskforce established under the CHP. Over 2,170 FSD personnel were enlisted to assist the government during their off-duty hours in conducting spot checks on persons under compulsory quarantine at various buildings/premises.

#### Director's Command Post

The FSD activated a Director's Command Post (DCP) in early February 2022 to help arrange the conveyance of non-emergency COVID-19 patients from their residences or cross-boundary ports to the CIFs/CTFs. Hundreds of coaches and taxis were engaged through the Transport Department (TD) to form an anti-epidemic fleet to cater the huge demand for such conveyance service.

Besides, the FSD proactively launched a new mechanism for the public to apply for direct admission to CIFs via email, WhatsApp hotline and WeChat accounts in early March 2022.

## 抗疫车队

### Anti-epidemic fleet

经由车队送到社区隔离设施／社区治疗设施的患者

Patients conveyed to CIFs/CTFs by FSD anti-epidemic fleet

200,870 人  
persons



消防处启动处长指挥室，协助安排把非紧急确诊者送往社区隔离设施／社区治疗设施。

The FSD activates a Director's Command Post to help arrange the conveyance of non-emergency patients to the community isolation facilities/community treatment facilities.

## 于指明受限区域执行限制与检测宣告

二零二二年一月，本处派出约80名休班属员，协助当局在葵涌村的指明受限区域进行围封强检行动，24小时执行人群控制及出入管理的工作。

## Restriction-testing Declarations in Specified Restricted Areas

About 80 off-duty FSD members assisted in “restriction-testing declaration” operations at specified restricted areas in Kwai Chung Estate by performing round-the-clock crowd control and guarding duties in January 2022 .

## 义工服务

本处超过300名属员积极义务参与相关政府部门和机构的抗疫工作，协助包装及派发抗疫物资给市民，尤其是长者。

## Volunteer Services

More than 300 FSD volunteers provided active support to the anti-epidemic work of relevant government departments and organisations by helping to pack and distribute anti-epidemic supplies to the public, especially the elderly.



01 消防处透过运输署安排数以百计的旅游巴士及的士组成抗疫车队，以应付庞大的运送服务需求。  
Hundreds of coaches and taxis are engaged through the Transport Department to form an anti-epidemic fleet to cater the huge demand for conveyance service.

02 消防处属员积极义务参与抗疫工作，协助包装及派发抗疫物资给市民。  
FSD volunteers provide active support to the anti-epidemic work by helping to pack and distribute anti-epidemic supplies to the public.



## 对前线属员的支援

### Support to frontline members

#### 资讯发布

消防处除了不断检视部门的防疫措施，亦适时提供有关疫情最新发展的资讯，并迅速拟备相关的重要通告和行动指引，例如「消防处人员感染／怀疑感染2019冠状病毒病或曾与确诊者／初步确诊者／密切接触者接触后的处理程序及相关指引」，分发予所有单位。

#### 防护装备及消毒设施

由于本处在抗疫前线提供紧急服务，为应付日常运作所需，本处与政府物流服务署保持紧密联系，以确保能优先获分配充足数量的外科口罩、面罩、即弃手套及保护衣等物资。

另外，本处继续搜购个人防护装备，例如N95即弃医用防护口罩1870+，以保障前线人员。

为加强保障消防处人员的健康，本处分别在何文田、薄扶林和蓝田救护站，以及东涌和竹篙湾消防局暨救护站安装消毒设施，又在超过60个出现确诊或怀疑确诊个案的消防处处所进行紧急消毒，防止病毒在工作场所扩散。

鉴于消毒需求急增，本处在部分医院的邻近体育馆增设消毒站，并调派由救护学员／消防学员及外判清洁承办商组成的专责消毒队，到这些特设消毒站为救护车消毒。站内亦有设施供救护车人员进行自身消毒及冲身。

#### Information dissemination

In addition to conducting continuous review of departmental anti-epidemic measures, the FSD also provided timely updates on the development of the epidemic. Relevant important notices and operational guidelines such as the “Guidelines for Handling FSD member with Infection/Suspected infection of COVID-19 or Having Contact with Confirmed Patients/Preliminarily Confirmed Patients/Close Contacts” were prepared and disseminated to all units promptly.

#### Protective equipment and disinfection facilities

The FSD provided frontline emergency services in the fight against COVID-19. In order to meet daily operational needs, it maintained a close liaison with the Government Logistics Department to ensure priority and sufficiency in terms of the supply of surgical masks, face shields, disposable caps and gowns, and so on.

Moreover, the FSD continued to source personal protective equipment (PPE), such as Health Care Particulate Respirator and Surgical Mask 1870+, N95, for the protection of its frontline personnel.

To strengthen the health protection for FSD personnel, disinfection facilities were installed in Ho Man Tin, Pok Fu Lam and Lam Tin Ambulance Depots as well as Tung Chung and Penny's Bay Fire Station-cum-Ambulance Depots. Urgent disinfection measures were taken in over 60 FSD premises where confirmed or suspected COVID-19 cases had been identified to minimise the risk of the virus spreading at workplace.

In view of the sudden surging demand for disinfection, extra disinfection points were set up at sport centres near some hospitals. Designated disinfection teams formed by Recruit Ambulancemen/Firemen and outsourced cleaning contractors were deployed to these special disinfection points to disinfect the ambulances. Self-disinfection and shower facilities were also provided for the ambulance crew at the disinfection points.

自二零二二年十月起，所有市镇救护车（小型救护车、救护吉普车及轻型救护车除外）已加装高效能空气粒子过滤系统。该系统不但改善伤病者车厢内的通风，亦可更有效保障前线人员，使他们不至感染由飞沫或空气传播的疾病。

#### 福利支援

本处福利组十分关顾须在检疫中心接受强制检疫或送院治疗的属员，为他们提供24小时支援，另为所有受影响属员安排福利探访或支援。

#### 防疫抗疫基金

由二零二零年开始，政府透过防疫抗疫基金（基金）推出一系列措施，以提升防疫抗疫能力。为配合这些措施，本处随即在基金的第一轮创造职位计划下开设了逾300个有时限的非公务员合约职位，当中涵盖资讯科技、行政、文书和工人职位。政府其后分别在二零二一年二月及二零二二年二月推出第二及第三轮创造职位计划，本处在这两轮计划下延长了部分有时限非公务员合约职位的开设期限，又新增了一些职位。在第三轮创造职位计划下，本处开设了逾700个有时限的非公务员合约职位，以支援处长指挥室的抗疫工作。

Starting from October 2022, all town ambulances, excluding Mini Ambulances, Cross Country Ambulances and Light Ambulance, have been installed with the High Efficiency Particulate Air (HEPA) filtration system. The HEPA filtration system not only improves the ventilation inside the patient compartment but also provides better protection for frontline members against droplets or airborne transmitted diseases effectively.

#### Welfare support

The Welfare Section took good care of FSD personnel required to undergo compulsory quarantine at the QCs or admitted to hospital for treatment by rendering them round-the-clock assistance. The section also arranged welfare visits to, or support sessions for, all affected members.

#### Anti-epidemic Fund

Since 2020, the government had launched a series of initiatives under the Anti-epidemic Fund (AEF) to enhance anti-epidemic capability. In support of the initiatives, the FSD promptly created over 300 time-limited non-civil service contract (NCSC) positions, covering information technology, executive, clerical and workman services under the first phase of job creation scheme (JCS 1.0). Some of the time-limited NCSC positions were extended and some new positions were created under the second and third round of JCS (JCS 2.0 and JCS 3.0) launched in February 2021 and February 2022 respectively. Under JCS 3.0, over 700 time-limited NCSC positions were created to provide support to the DCP in combating the epidemic.



消防处在邻近部分医院的体育馆增设消毒站，并供应热食及热饮，让前线人员补充体力。Extra disinfection points are set up at sport centres near some hospitals with hot food and drinks provided for frontline personnel to restore energy.



调派及专门行动单位 / 队伍  
MOBILISING & SPECIALISED  
OPERATION UNITS/TEAMS



## 调派及通讯 MOBILISING AND COMMUNICATIONS

二零二二年提供的调派后指引  
Post-dispatch advice provided in 2022

600,181 宗  
calls

消防通讯中心配备第三代调派系统，全日24小时均有人员当值，负责调派灭火和救护资源，为市民适时提供消防和救护服务。中心亦接收有关火警危险和危险品的投诉，并在大型紧急事故或重大灾难中，担当其他政府部门和公用事业机构之间的紧急协调工作。

The Fire Services Communications Centre (FSCC), manned round-the-clock and equipped with the Third Generation Mobilising System, is responsible for mobilising firefighting and ambulance resources to provide timely fire and ambulance services to the community. The centre also receives complaints about fire hazards and dangerous goods and acts as an emergency co-ordinator for other government departments and public utilities during large-scale emergencies or major calamities.

### 调派后指引

调派后指引是消防通讯中心人员为就收到的紧急救护服务召唤调派救护车后，向召唤者提供的急救指引。中心所有人员均已受训成为紧急医疗调派员，他们借助电脑系统，能够可就身体创伤、不省人事、及心脏骤停等30多种伤病情况，即时提供全面而适切的急救指引。

电脑系统亦能自动把伤病者的资料传送到奉召出动的救护车或消防车，让车上人员在抵达现场前可作更好的准备。

### Post-dispatch advice

Post-dispatch advice (PDA) is a first aid advice provided to callers for emergency ambulance service (EAS) by FSCC personnel after dispatching ambulances. All FSCC personnel are trained emergency medical dispatchers. With the aid of a computer system, they are able to offer immediate, comprehensive and appropriate first aid advice on more than 30 types of injuries and sicknesses, including physical trauma, loss of consciousness and cardiac arrest.

The computer system can also automatically send the information about the patient to the responding ambulance/fire appliance to facilitate the crew on board to make better preparations before getting to the scene.



## 机场消防队 AIRPORT FIRE CONTINGENT



## 潜水组 DIVING UNIT



## 灭火轮组 FIREBOAT SECTION

烟火特遣队  
COMPARTMENT FIRE  
SPECIALISTS



有害物质专队  
HAZMAT TEAM



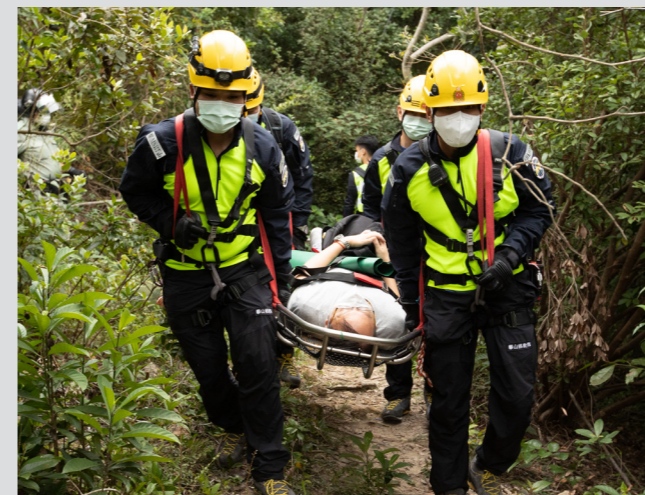
坍塌搜救专队  
URBAN SEARCH AND  
RESCUE TEAM



疫情控制及应变专队  
OUTBREAK CONTROL AND  
RESPONSE TEAM



攀山拯救专队  
MOUNTAIN SEARCH AND  
RESCUE TEAM



高空拯救专队  
HIGH ANGLE RESCUE TEAM



事故安全队  
INCIDENT SAFETY TEAM



特勤支援队  
TACTICAL SUPPORT UNIT



先遣急救员  
FIRST RESPONDERS



特别支援队  
SPECIAL SUPPORT UNIT





火警调查犬组  
FIRE INVESTIGATION DOG UNIT



搜救犬队  
SEARCH AND RESCUE DOG TEAM



火警调查组  
FIRE INVESTIGATION GROUP



消防工程训练专队  
FIRE ENGINEERING TRAINING  
SPECIALIST TEAM