

04-07 處長回顧 Director's Review

08-11 組織 Organisation

行動 Operations

- 14 服務承諾 Performance Pledge
- 16 撲滅火警 Fire-fighting
- 22 特別服務 Special Services

馬頭圍道塌樓事件 Collapse of Building at Ma Tau Wai Road

- 30 救護服務 Ambulance Services
- 33 調派及通訊 Mobilising and Communications
- 34 機場消防隊 Airport Fire Contingent
- 34 滅火輪 Fireboats
- 35 潛水服務 Diving Services
- 37 特種救援隊 Special Rescue Squad
- 37 坍塌搜救專隊 Urban Search and Rescue Team
- 37 先遺急救員 First Responder

防火工作 Fire Protection

- 40 牌照及審批 Licensing and Certification
- 42 消防安全 Fire Safety
- 45 消防安全巡查 Fire Safety Inspections
- 45 舊式樓宇消防安全 Fire Safety of Old Buildings
- 45 巡查工業樓宇 Industrial Buildings Inspections

人力資源管理 Human Resources Management

- 48 編制 Establishment
- 48 招聘 Recruitment
- 49 消防訓練學校 Fire Services Training School
- 51 消防處救護訓練學校 Fire Services Ambulance Command Training School
- 51 滅火與救援訓練 Fire-fighting and Rescue Training
- 51 管理及發展 Management and Development
- 52 現場指揮訓練 Incident Command Training
- 53 體能訓練 Physical Training
- 53 興趣小組及專責隊伍 Interest Groups and Specialist Teams

火警調查組 Fire Investigation Team 壓力輔導組 Stress Counselling Team 紀律專責隊伍 Service Disciplinary Team 消防工程興趣小組 Fire Engineering Interest Group

消防車輛興趣小組 Fire Appliance Interest Group

- 54 福利 Welfare
- 54 員工關係 Staff Relations
- 56 體育及康樂 Sports and Recreation

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

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

融入社區 Integration into the Community

- 78 「樓宇消防安全特使」計劃 Building Fire Safety Envoy Scheme
- 79 「消防安全大使」計劃 Fire Safety Ambassadors Scheme
- 79 學校消防安全話劇比賽 School Fire Safety Drama Competition
- 79 「打鐵趁熱」宣傳活動 Hot Strike Campaign
- 79 「救心先鋒」計劃 Heart Saver Scheme
- 80 消防處義工隊 Fire Services Volunteer Team
- 80 公眾聯絡小組 Public Liaison Group
- 81 走進校園一慎用救護服務宣傳計劃
 School Outreaching Scheme Do Not Misuse Ambulance Service Publicity Programme

行政及後勤支援 Administration & Logistic Support

- 60 財政 Finance
- 60 策劃 Planning
- 61 管理 Management
- 61 資訊科技管理 Information Technology Management
- 61 工場 Workshops
- 63 車輛 Appliances
- 63 工具及裝備 Equipment and Personal Protective Clothing

與時並進 To Move with the Times

- 66 顧客服務意見調查 Customer Satisfaction Survey
- 66 輔助醫療服務質素保證系統 Paramedic Services Quality Assurance System
- 67 救護車出勤電子紀錄 e-Ambulance Journey Record
- 67 救護車調派分級制 Medical Priority Dispatch System
- 68 高空拯救隊 High Angle Rescue Team
- 68 核生化部隊 HazMat Team
- 68 消防訓練學院 Fire Services Academy

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- 84 消防局及救護站 Fire Stations and Ambulance Depots
- 88 勳銜及嘉許 Honours and Awards
- 89 消防及救護車輛 Fire Appliances and Ambulances
- 91 火警統計數字 Fire Statistics
- 93 特別服務統計數字 Special Services Statistics
- 94 救護召喚 Ambulance Calls
- 95 防火統計數字 Fire Protection Statistics