



回顾二零一九年，消防处经历了许多挑战，尤其是下半年本港发生连串社会事件，各区持戾出现示威、游行及集会活动，更经常出现暴力冲突、堵路、纵火等情况，不单严重阻碍本处的职务，甚至大大影响我们其他日常的灭火救援及紧急救护服务，而前线同事在这些群众活动现场执勤，更遇到不少前所未见的困难。尽管情势严峻，工作量和压力大增，各级同事仍保持沉着，坚守岗位，在灭火救援、防火、救护、调派及通讯各个范畴上衷诚合作，竭尽所能保障市民的安全。

灭火救援工作

消防处在二零一九年接获的火警召唤共有 37,606 宗，与二零一八年相比上升 12.4%；当中三级或以上的火警有七宗，与二零一八年相同。

年内，本处共接获 31,499 宗楼宇火警召唤，较二零一八年上升 9.5%，其中 93.3% 能够在规定召达时间内到场处理，较服务承诺的既定目标，即 92.5%，高出约 0.8 个百分点。

特别服务召唤方面，二零一九年共有 35,284 宗，较二零一八年下跌 6.7%。其中较瞩目的包括三月和九月的港铁列车相撞及出轨事故，以及十二月酿成六死 39 伤的严重巴士车祸。在三月的港铁中环站列车相撞事故中，本处的坍塌搜救专班需要克服现场环境狭窄、光线不足及列车随时翻侧等困难，协助港铁人员尽快全面恢复列车服务。

Looking back at 2019, the Fire Services Department (FSD) went through multiple challenges, most notably the ongoing social disturbances that took place in Hong Kong in the second half of the year. Continued demonstrations, processions and public meetings in various districts, coupled with, among other things, violent clashes, road blockages and instances of arson, severely hampered the performance of our duties. These challenges also affected seriously the department's other day-to-day firefighting and emergency ambulance services. Our frontline personnel also encountered unprecedented difficulties when carrying out duties at the scene of these public order events (POEs). Despite the acute situation and the substantially increased workload and pressure, colleagues of all ranks in the department maintained their composure and remained steadfast in working hand in hand with one another on all fronts, including firefighting and rescue, fire protection, ambulance services and mobilising and communications, doing their utmost to safeguard the public.

Firefighting and Rescue Services

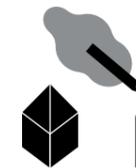
In 2019, the department received a total of 37,606 fire calls, representing an increase of 12.4% as against 2018. Among the calls, there were seven No. 3 or above alarm fires, the same as in 2018.

消防处处长
Director of Fire Services
李建日
Li Kin-yat, Daryl

37,606
火警召唤
Fire calls



35,284
特别服务召唤
Special service calls



822,150
救护召唤
Ambulance calls



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防火规管工作

随着社会不断发展，确保消防安全是任何先进社会必须重视的工作。随着有关发展迅速多变及楼宇不断老化，消防安全的规管工作越见复杂和繁重。为确保消防安全及提高规管工作的效率，本处积极优化各项相关工作的安排及程序，包括楼宇图则的审批和消防装置及设备的验收、不同持牌处所的消防安全要求、巡查和执法、危险品和消防装置及设备的规管，以及防火宣传和防灾教育等，锐意加强香港整体的消防安全及应急准备，防患于未然。

本处于二零一九年共进行了 423,184 次防火巡查，其中针对建筑物消防装置及设备维修保养情况的共有 239,780 次，发出「消除火警危险通知书」共 2,764 张，而须提出检控的个案则有 343 宗。至于危险品管制方面，年内，本处的打击非法燃油转注特遣队进行了 1,105 次巡查和 109 次突击行动，另曾处理 116 宗投诉个案，合共检获超过 21 万公升非法燃油，并就当中 111 宗个案提出检控。

为改善旧式工业大厦的火警风险，政府正拟订《消防安全（工业建筑物）条例草案》，规定一九八七年前落成的工业大厦必须设有特定的消防装置及设备。立法会法案委员会现已完成相关的审议工作，未来会继续进行余下的立法程序。

本处继续积极配合香港的基建发展，为确保消防安全把关。其中香园围口岸项目的消防装置及设备验收工作已

于二零一九年十二月完成。另外，机场扩建工程课已完成香港国际机场一号客运大楼扩建部分的消防装置及设备验收工作，而该大楼亦已于同年十一月底投入服务。本处现正处理机场三跑道系统余下项目的图则及性能化设计建议书。此外，铁路发展课亦正积极处理沙田至中环线（沙中线）车站落成后的验收工作。

救护服务

救护服务方面，二零一九年召唤数字虽然持续增加，但整体服务水平仍令人满意。全年的救护召唤总数达到 822,150 宗，与二零一八年相比，升幅为 2.2%，其中紧急救护召唤占 766,679 宗，较二零一八年上升 2.4%，当中 93.4% 能够在 12 分钟的目标召达时间内到达事故现场，较服务承诺的 92.5% 高出 0.9 个百分点。

二零一九年是消防处提供救护服务 100 周年，回顾过去，本处的救护服务一直与时俱进，在服务水平、专业培训、人手设备等各方面都臻完善。目前，救护服务已不再单单是提供基本急救，而是发展成熟的院前辅助医疗，目前我们的救护人员已可对伤病者施行 16 种医疗程序及使用 19 种药物，使院前紧急救护服务的质素大大提升。二零一九年十月起，本处所有救护车都增设了自动心外压机，除可增强心外压的效率外，亦能腾出人手以进行其他重要的急救程序，以提升心脏骤停病人的存活率。

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The year 2019 marked the 100th anniversary of the FSD's ambulance service. In the past century, our ambulance service has advanced with the times and strived to scale greater heights. The ambulance service has grown beyond the provision of basic first aid treatment and has developed into a sophisticated pre-hospital paramedical service provider.

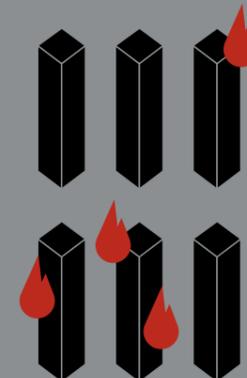
处长回顾

Director's Review

1 处理楼宇火警召唤规定召達时间 Graded response time for building fire calls

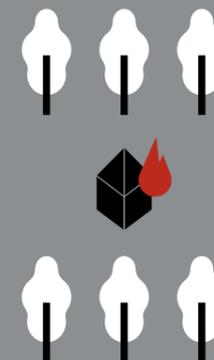
6 分钟
mins

楼宇密集地区
Built-up areas



9-23 分钟
mins

楼宇分散及偏远地区
Dispersed risks and isolated developments



93.3%

在规定召达时间内获得处理
were responded to within
the graded response time

2019 年表现
Performance in 2019

服务承诺目标
Performance pledge



2 紧急救护召唤目标召達时间 Target response time of emergency ambulance calls

12 分钟
mins



93.4%

在目标召达时间内获得处理
were responded to within
the targeted response time

2019 年表现
Performance in 2019

服务承诺目标
Performance pledge

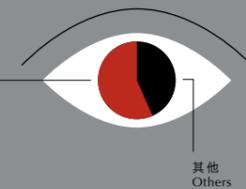


3 巡查 Inspections

423,184 次
times

防火巡查
Fire safety inspections

239,780 次
times
建筑物消防装置及设备的
维修保养巡查
Inspections of fire service
installations and equipment
in buildings



其他
Others



a.

a. 处长(右五)与获行政长官颁授勋衔及嘉奖的属员合照。

The Director (fifth right) with members who have received honours and awards from the Chief Executive.

b. 处长(左二)率团参与「2019年粤港澳大湾区消防救援队伍水域洪涝灾害跨区域救援实战」演練,与应急管理部消防救援局副局长魏捍东(右三)、广东省消防救援总队总队长张明灿(左三)及政治委员吴瑞山(右二)在现场听取相关的介绍。

The Director (second left) leads a delegation to participate in the 2019 Guangdong-Hong Kong-Macao Greater Bay Area Cross-Regional Rescue Drill against Extreme Rainfalls and Floods in the Waters for Fire and Rescue Teams, and is briefed at the drill alongside the Deputy Director of the Fire and Rescue Department of the Ministry of Emergency Management, Mr Wei Handong (third right), the Commander of the Guangdong Fire and Rescue Department, Mr Zhang Mingcan (third left), and the political commissar of the Guangdong Fire and Rescue Department, Mr Wu Ruishan (second right).



b.

During the year, there were a total of 31,499 building fire calls, representing an increase of 9.5% as against 2018. Among these building fire calls, 93.3% were responded to within the graded response time, which was about 0.8 percentage point higher than our performance pledge of 92.5%.

As regards special service calls, a total of 35,284 calls were received in 2019, representing a decrease of 6.7% as against 2018. Among the more notable cases were the collision and derailment incidents of MTR trains in March and September respectively, as well as a serious bus crash in December which resulted in six deaths and 39 injuries. During the collision incident of MTR trains at Central Station in March, the Urban Search and Rescue Team had to overcome various difficulties, such as the narrow operating environment, poor lighting and the risk that the trains could flip at any moment. That was, in order to allow the staff of MTR Corporation Limited to restore all train services to normal as soon as possible.

Fire Protection Regulatory Work

Amid the continuous development of the society, it is important for any advanced society to give top priority to fire safety. In fact, regulatory work on fire safety has become increasingly complicated and strenuous, given the rapid and

ever-evolving developments and rising problems of ageing buildings. As a means to ensure fire safety and enhance the efficiency of such work, the department has made vigorous efforts to optimise various arrangements and procedures, including, among others, vetting of building plans, acceptance inspections of fire service installations (FSIs) and equipment; fire safety requirements, inspections and law enforcement on different licensed premises; regulation of dangerous goods and FSIs; as well as promotion on fire prevention and public education on disaster prevention. In this connection, the department is determined to step up its efforts in enhancing the fire safety and emergency preparedness in Hong Kong from a holistic perspective in a bid to nip hazards in the bud.

In 2019, the department conducted a total of 423,184 fire safety inspections. Among these, a total of 239,780 inspections of FSIs in buildings were conducted to ensure their proper maintenance, resulting in a total of 2,764 Fire Hazard Abatement Notices issued and 343 prosecutions instituted. Regarding the control of dangerous goods, our Anti-illicit Fuelling Activities Task Force carried out a total of 1,105 inspections and 109 surprise operations and handled 116 complaints, while seizing a total of over 210,000 litres of illicit fuel and instituting prosecution in 111 cases.

To reduce the fire risks of old-style industrial buildings, the Government is drawing up the Fire Safety (Industrial Buildings) Bill to make it mandatory for pre-1987 industrial buildings to install specific FSIs. The relevant Bills Committee of the Legislative Council has completed deliberations on the Bill and will proceed with the remaining legislative procedures.

As a gatekeeper for the fire safety of Hong Kong, the department has continued to carry out its work proactively to ensure fire safety compliance in infrastructure developments. The acceptance inspection of FSIs in the Heung Yuen Wai Boundary Control Point project was completed in December 2019. On top of this, the Airport Expansion Project Division completed the acceptance inspection of FSIs at the expanded Terminal 1 of Hong Kong International Airport, which was then put into service in late November 2019. Currently, the department is processing the outstanding building plans and performance-based design proposals under the three-runway system project. Meanwhile, the Railway Development Strategy Division is actively engaged in the inspection and acceptance work following the completion of the Shatin to Central Link stations.



c. 处长(右)陪同政务司司长张建宗(中)到访沙田消防局。
The Director (right) accompanies the Chief Secretary for Administration, Mr. Matthew Cheung Kin-chung (centre), during a visit to Sha Tin Fire Station.

处长回顾

Director's Review

調派後指引服務

为进一步提升消防处为伤病者提供的紧急救护服务水平，本处于二零一八年十月正式推出全新的调派后指引服务，让消防通讯中心人员在救护人员抵达现场前，可以借助电脑系统向求助市民提供适用于32种伤病情况的急救指引，以协助他们处理及稳定伤病者的情况。截至二零一九年年底，本处已向744,196名紧急救护召唤者(占总数的91%)提供调派后指引，当中涉及多宗危急个案。

社會事件及聚眾活動

由二零一九年年中持廢至今的社会事件，对消防处的工作构成巨大挑战。截至二零一九年年底，本处共接获1,929宗与聚眾活动有关的火警召唤及1,940宗紧急救护召唤。单日计，火警召唤最多达252宗，紧急救护召唤则最多达148宗。虽然本处已作出一连串部署，但在聚眾活动期间，全港多区道路被堵塞，部分更为快闪形式的堵路，严重影响本处的紧急服务。

针对不同地区的聚眾活动，本处从多方面进行风险评估并制定应急预案，包括预先调配消防车、救护车和额外人手，在相关策略性位置戒备，同时设立总部协调及支援中心统筹各项安排。本处亦在前线分区设立多个「前线指挥中心」及「救护行动支援中心」，与消防通讯中心保持紧密联络，实时监察现场情况；又主动调派前线人员赶赴有消防救护服务需要的事故现场，务求在最短时间为市民提供最适切的紧急服务。

由于示威者在大型聚眾活动中开始使用危害物质，例如用汽油弹纵火及淋泼腐蚀性液体等，本处遂配合警方的行动部署，调派消防车辆支援前线警务人员。此外，本处亦加强巡查油站、五金店及化工原料店等售卖电油及危险品的地点，以确定有否贮存过量危险品等违反《危险品条例》的情况。二零一九年，本处共检获约61公升怀疑第三类危险品(腐蚀性物质)、约83公升怀疑第四类危险品(有毒物质)及约940公升怀疑第五类危险品(包括电油)。

應急知識教育

二零一九年，本处继续推行「消防安全大使计划」和「楼宇消防安全特使计划」，并于九月将「爱心校园—心肺复苏法训练计划」推广至小学。同时，本处也大力推广「击活人心—自动心脏除颤器课程」，又以影片于网上宣传相关信息。二零一九年，超过15,280名市民曾参加这项课程。

鉴于市民经常出外旅游，其间可能会遇上一些较少在本港出现的灾害或突发情况，本处于二零一九年十月推出《应急避险外游手册》，介绍应对不同极端天气、恐怖袭击等自然灾害和紧急事故的方法。

另一方面，消防处亦十分重视对少数族裔社群的支援工作，务求促进社区共融。二零一九年，本处成立了「少数族裔青少年发展团队」，向少数族裔人士加强宣传投考消防处职位的信息；同时继续在少数族裔人口比

Ambulance Service

Despite the continued increase in the number of ambulance calls in 2019, the overall level of service was satisfactory. The total number of ambulance calls received in 2019 reached 822,150, representing an increase of 2.2% as against 2018. Of them, 766,679 were emergency calls, representing an increase of 2.4% as against 2018. Among the emergency calls, 93.4% were responded to within the target response time of 12 minutes, which was 0.9 percentage point higher than our performance pledge of 92.5%.

The year 2019 marked the 100th anniversary of the FSD's ambulance service. In the past century, our ambulance service has advanced with the times and strived to scale greater heights in terms of service quality and professional training, as well as manpower and equipment. The ambulance service has grown beyond the provision of basic first aid treatment and has developed into a sophisticated pre-hospital paramedical service provider. Nowadays, our ambulance personnel are qualified to administer 16 medical protocols and 19 medications to patients, hence significantly enhancing the quality of pre-hospital emergency ambulance service. Since October 2019, all of the department's ambulances have been equipped with automatic chest compression machines (ACCMs). ACCMs can improve the efficiency of chest compression. With the use of the machine, our ambulance personnel can also be released to administer other important emergency medical protocols, which in turn will increase the survival rate of patients with cardiac arrests.

Post-dispatch Advice Service

To further enhance the quality of emergency ambulance services provided to patients, the department introduced a new system for provision of post-dispatch advice (PDA) in October 2018. It enables personnel of the Fire Services Communications Centre (FSCC) to provide callers with appropriate first-aid advice applicable for 32 types of injuries and sicknesses with the aid of the computer system prior to the arrival of an ambulance crew so that the callers can handle patients and help stabilise their conditions. As at end of 2019, the department provided PDA for 744,196 emergency ambulance service callers (91% of the total), with many of the calls being critical in nature.

Social Disturbances and Public Order Events

The ongoing social disturbances seen since the middle of 2019 have presented great challenges to the department. As at end of 2019, the department received a total of 1,929 fire calls and 1,940 emergency ambulance calls in relation to POEs. As many as 252 fire calls were received

on a single day, while emergency ambulance calls tallied 148. Despite the deployment plans we put in place to address the POEs, the provision of our emergency services was significantly hampered by the road blockages, with some of them staged in a flash-mob style, across the territory during the POEs.

In view of the POEs staged in various districts, the department conducted multi-faceted risk assessments and formulated contingency plans. Early deployment was also made, so that fire appliances, ambulances and additional manpower would be deployed to stand by at strategic locations. A Headquarters Command Co-ordination and Support Centre was set up to co-ordinate relevant arrangements, which was underpinned by a number of Forward Command Posts and Ambulance Operation Support Bases established in frontline districts to maintain close liaison with the FSCC for real-time monitoring. On top of these, the department took the initiative to deploy frontline members to scenes of incidents where fire and ambulance services would be needed, so as to provide members of the public with the most suitable emergency services in the shortest possible time.

As hazardous materials were found to be used by protesters in large-scale POEs, such as setting fires with petrol bombs and throwing corrosive fluid, the department began to collaborate with the Police in their operational deployment by dispatching fire appliances to render support to frontline police officers. The department also stepped up inspections of premises selling petrol and dangerous goods, such as petrol filling stations, shops selling metal wares and those selling chemical materials, to check whether there were any breaches of the Dangerous Goods Ordinance such as over-storage of dangerous goods. In 2019, about 61 litres of suspected Category 3 dangerous goods (corrosive substances), about 83 litres of suspected Category 4 dangerous goods (poisonous substances) and about 940 litres of suspected Category 5 dangerous goods (including petrol) were seized.

Emergency Preparedness Education

In 2019, the department continued with the Fire Safety Ambassador Scheme and the Building Fire Safety Envoy Scheme. The department extended the Cardiopulmonary Resuscitation Training Programme in Campus further to primary schools in September. In parallel, we stepped up the publicity of the "Press to shock – Save a life" Automated External Defibrillator Course by way of online video to promote the relevant message. Over 15,280 members of the public participated in the course in 2019.

例较高的地区，招募他们成为楼宇消防安全特使。截至二零一九年年底，全港共有 778 名少数族裔楼宇消防安全特使。

其他重点工作项目

在灭火救援设施方面，为确保本处能在香园围口岸提供高效的紧急服务，香园围消防局已于二零一九年九月三十日正式投入服务。

本处于二零一九年继续推行「风险为本楼宇消防安全巡察计划」，按楼宇的风险高低安排巡察，高风险者每年巡察一至两次。这项计划在二零一九年九月已推展至所有消防局，巡察范围涵盖全港所有楼宇。

来年工作计划

二零一九年，本处合共增聘了 551 名消防和救护职系人员，当中 73 名为主任级，478 名为员佐级。鉴于消防队长职系有招聘困难，本处将继续进行全年招募，挑选合适人才适时填补职位空缺，确保服务不受影响。在二零二零年，我们预计招聘约 860 名消防和救护职系人员，其中 165 名为主任级，695 名为员佐级，以填补职位空缺。

消防处开发第四代调派系统的标书已于二零一九年八月批出，为期 48 个月的设计及建构工程亦已展开。系统建成后，本处将有两个同时运作的通讯中心，确保调派工作无间断进行。新系统能有效提升调派效率，协助同事更全面掌握事故现场的实际情况。我们预计第四代调派系统可于二零二三年投入服务。

本处亦积极研究运用新科技优化紧急服务和加强消防系统的规管。在紧急服务方面，本处与医院管理局合作引入更先进的维生仪器「十二导程心电图分析仪」，以优化对疑似心肌梗塞的病人施行的急救及治理程序；另外，我们亦会购置灭火机械人，加强前线人员灭火救援的安全和效率。本处会继续与科研机构合作，积极探讨利用科技提升紧急服务的效率和安全。此外，本处亦积极与消防设备业界沟通，鼓励他们采用配备智能科技的消防设备，以加强消防系统的规管。为了确保紧急救护服务及辅助医疗的持续发展，本处正全面检讨辅助医疗的训练机制。我们会联合医院管理局、专业医学团体及学术机构，目标是发展一套更能配合香港需要及持续发展的辅助医疗系统。

总结

过去一年，消防处属员竭诚尽心履行「救灾扶危，为民解困」的任务，在灭火救援、防火规管、救护、应急准备教育、调派及通讯各个范畴上继续发挥专业精神，精益求精，令我们顺利闯越重重难关，维持高质高效的服务。

展望二零二零年，本处的工作仍会相当繁重和艰巨，尤其是社会事件至今尚未止息，2019 冠状病毒病亦正在香港肆虐，具有高传染性的病毒对一直站在抗疫工作最前线的消防及救护人员构成重大的压力。作为一支一直以无私、无畏、无惧的态度致力守护了香港超过一个半世纪的专业消防及救护部队，消防处上下必定会团结一致，克尽职守，继续努力履行「救灾扶危、为民解困」这个重要使命。



d.

d. 处长于「粤港澳大湾区消防协作机制研讨会」上发表演说。

The Director addresses the Symposium for Co-operation Mechanisms of Fire Services in Guangdong-Hong Kong-Macao Greater Bay Area.



e.

As frequent travellers, Hong Kong people may encounter disasters or emergencies during travel, which are less likely to occur in Hong Kong. In view of this, the department put together a booklet entitled "Safety Tips for Travellers" in October 2019 to ramp up Hong Kong people's response capabilities in different circumstances by highlighting contingency measures for natural disasters and emergencies such as extreme weather conditions and terrorist attacks.

The FSD also attaches great importance to providing support for ethnic minority communities as a means to promote community integration. To this end, the department established the Ethnic Minority Youth Development Team in 2019 to intensify promotional efforts aimed at encouraging members of ethnic minorities to join the FSD. This apart, we continued to recruit Building Fire Safety Envoys in areas with a higher ratio of ethnic minority people. As at end of 2019, a total of 778 members of ethnic minorities were recruited as Building Fire Safety Envoys across the territory.

Other Major Initiatives

Regarding firefighting and rescue facilities, the Heung Yuen Wai Fire Station commenced operation on September 30, 2019. This put the department in a position where it can provide efficient emergency services at the Heung Yuen Wai Boundary Control Point.

As in the past, the department continued to implement the Risk-based Building Fire Safety Visit Programme in 2019. Under the programme, buildings are inspected on a frequency contingent on their level of risk, with those of a high risk being subject to inspection once or twice a year. Since September 2019, the programme has been rolled out to all fire stations, meaning that all buildings in Hong Kong are subject to inspections.

e. 社区应急准备课于立法会举办心肺复苏法及自动心脏除颤器教育讲座，处长（后排左七）出席支持并与议员合照。

The Director (seventh left, back row) attends an educational lecture on CPR and AED at the Legislative Council, which is organised by the Community Emergency Preparedness Division, to show his support and share a photo moment with the Councillors.



f. 行政长官林郑月娥主持「晴天行动 2.0」启动仪式。处长（右三）及其他主办单位的代表一同担任主礼嘉宾。

Chief Executive Mrs. Carrie Lam officiates at the Kick-off Ceremony for Safer Living 2.0, with the Director (third right) and representatives of other organisers as guests of honour.

f.

2019 冠状病毒病正在香港肆虐，对一直站在抗疫工作最前线的消防及救护人员构成重大的压力。消防处上下必定会团结一致，克尽职守，继续努力履行「救灾扶危，为民解困」这个重要使命。

The COVID-19 virus continues to threaten Hong Kong, putting our fire and ambulance streams personnel under immense pressure as they have been standing at the forefront in fighting the virus. All members in the department will stand united, remain committed to our duties and keep up the efforts to fulfil the prime mission of "Serving with courage, passion and commitment".

Plans for the Year Ahead

In 2019, the department recruited a total of 551 fire and ambulance personnel, including 73 officers and 478 rank-and-file staff. Due to recruitment difficulties for the Station Officer grade, the department will continue the year-round recruitment exercises for filling vacancies with suitable candidates in a timely manner with a view to ensuring that our services are not adversely affected. It is estimated that some 860 fire and ambulance personnel, including 165 officers and 695 rank-and-file staff, will be recruited to fill vacancies in 2020.

The tender for the development of the department's Fourth Generation Mobilising System (4GMS) was awarded in August 2019 and the 48-month-long design and development project is well underway. Upon the completion of the system, the FSD will have two active communications centres to ensure uninterrupted mobilisation of resources. The new system, which is scheduled to be commissioned in 2023, can enhance mobilisation efficiency and make it possible for us to have a better grasp of the situation at the incident scene.

The department has been actively exploring ways to use new technologies to enhance the provision of emergency services and strengthen the regulatory control of fire service installations. As regards emergency services, we have collaborated with the

Hospital Authority to introduce the 12-Lead Electrocardiogram Monitor, an advanced life-supporting piece of equipment which is deployed to optimise the first aid and treatment procedures for patients with suspected myocardial infarction. The department will also procure modern firefighting robots to enhance the safety and efficiency of our frontline staff in firefighting and rescue operations. We will continue our collaboration with research institutions to actively explore ways to enhance the efficiency and safety level of our emergency services with the aid of technologies. In order to strengthen the regulatory work of FSIs, the department has been communicating particularly with the FSI trade and encourages the adoption of intelligent technologies on FSIs. Meanwhile, to ensure the sustainable development of emergency ambulance services and paramedical service, the department is conducting an overall review of the paramedic training mechanism. In collaboration with the Hospital Authority, professional medical bodies and academic institutions, we aim to develop a sustainable paramedic training mechanism which can cope better with the needs of Hong Kong.

Conclusion

Over the past year, the FSD members dedicated themselves wholeheartedly to fulfilling the mission of "Serving with courage, passion and commitment". Thanks to their sustained efforts to uphold professionalism and pursue excellence in firefighting and rescue, fire protection and regulatory work, ambulance service, emergency preparedness education, as well as mobilising and communications, the department succeeded in overcoming all forms of difficulties, while maintaining the delivery of quality and efficient services.

Looking ahead, the work of the department will remain heavy and arduous in 2020, especially as the social disturbances have yet to be fully settled and the highly contagious COVID-19 virus continues to threaten Hong Kong, putting our fire and ambulance streams personnel under immense pressure as they have been standing at the forefront in fighting the virus. As a professional fire and ambulance brigade which has served and safeguarded Hong Kong in a selfless and undaunted manner for more than a century and a half, all members in the department will stand united, remain committed to our duties and keep up the efforts to fulfil the prime mission of "Serving with courage, passion and commitment".