

**Independent Committee in relation to the
Fire at Wang Fuk Court in Tai Po**

2nd Witness Statement of WONG Sze-lut, Sunny

I, WONG Sze-lut, Sunny, of Operational Support and Professional Development Command, Fire Services Department, Fire Services Headquarters Building, 1 Hong Chong Road, Tsim Sha Tsui East, Kowloon do say as follows:-

1. I am the same WONG Sze-lut Sunny who gave a witness statement dated 16 January 2026 (“**my 1st Witness Statement**”) to the Independent Committee (“**Committee**”) in relation to the fire at Wang Fuk Court in Tai Po.
2. I make this 2nd Witness Statement pursuant to Request 3 of the Committee as set out in a letter from Messrs. Lo & Lo, Solicitors for the Committee, to the Police dated 19 January 2026 (Follow up on List of Casualties and 999 calls) (“**19 January Letter**”) in which specific questions were raised in paragraphs 1 to 19 (“**Questions**”). Save where otherwise appears, the facts deposed hereto are within my personal knowledge or are derived from office files and records and sources to which I have access and are true to the best of my knowledge, information and belief. Save as otherwise specified, this Witness Statement adopts the same abbreviations and nomenclature as in the 19 January Letter.
3. This Witness Statement addresses Questions 18a, 18b, 18c, 18d, 18f.i, 18f.ii, 18f.iii and 18f.iv of the 19 January Letter which are within FSD’s purview. Other Questions which are not within FSD’s purview will be addressed by the Police or another Government department, whichever is in possession of

the information or documents requested. I understand that FSD has indexed all relevant documents in its possession in a List of Documents produced on 19 January 2026 (“LoD”) and a 2nd List of Documents (“2nd LoD”) to be produced, a draft of which I have read. In this Witness Statement, I shall refer to these documents by their designation in the LoD (for example, [FSD/A(I)/1] means Item 1 in Part A(I) of the LoD and [FSD(2)/A(I)/1] means Item 1 in Part A(I) of the 2nd LoD) without annexing them hereto for the avoidance of duplication.

4. This Witness Statement addresses **Question 18** regarding (i) FSD’s protocols for handling “999” calls (Question 18a), (ii) the division of labour between the Police and FSD in relation to receiving “999” calls (Question 18b), (iii) the advice given to persons calling from inside Wang Fuk Court (Question 18c), (iv) the staffing levels of FSCC on 26 November 2025 (Question 18d), (v) whether the capacity of FSCC was sufficient to handle the volume of calls received on 26 November 2025 (Question 18f.i), (vi) whether the protocols in place to relay information to frontline personnel were adequate (Question 18f.ii), (vii) whether any improvements could be made to the policies and procedures of the call receiving system of FSCC in light of the Wang Fuk Court Fire (Question 18f.iii), and (viii) whether any technical improvements to the call receiving system of FSCC could have better facilitated the rescue of Wang Fuk Court (Question 18f.iv).

4.1 ***Question 18a: Full copies of all policies and protocols in place for handling “999” calls by FSD***

- 4.1.1 Full copies of the relevant policies and protocols for handling emergency calls, including the Guidelines for Console Operators of the Fire Services Communications Centre [FSD(2)/G(I)/1]
[FSD(2)/G(I)/2]
[FSD(2)/G(I)/3]

(“FSCC”) to handle incoming calls and the Guidelines for Console Operators to handle an influx of assistance calls are now produced. These documents govern how FSCC operators receive, process, and respond to emergency calls, including the scripts and procedures for advising callers in various emergency situations.

4.2 ***Question 18b: Division of labour between the Police and FSD, in particular why “999” calls pertaining to fire matters had to be rerouted to a separate call handler within FSD***

4.2.1 The division of responsibilities between the Police and FSD is established by statute and operational protocol. The “999” hotline is managed by the Police Control and Command Centre (“PCCC”), where operators triage incoming calls based on the nature of the incident, whether fire, crime, ambulance, or other emergencies. When a call is confirmed to relate to fire or rescue matters, it is immediately transferred to FSCC for the dispatch of fire services resources.

4.2.2 This arrangement reflects the statutory framework under the Fire Services Ordinance (Cap. 95) which designates FSD as the authority responsible for firefighting and rescue operations, including extinguishing fires, protecting life and property in case of fire or other calamities, and providing rescue and ambulance services.

[FSD/A(I)/1]
s. 7

4.2.3 In practice, PCCC serves as the initial point of contact and ensures appropriate referral to the relevant emergency service. Rather than simply handing off the call and disconnecting, PCCC establishes a three-way phone conference that connects the caller, FSCC, and PCCC together. This arrangement allows PCCC to continue providing support during the initial stages

of the handover, though they will conclude their participation once all the information required by the Police has been obtained. During the three-way call, the caller provides details directly to FSCC, with PCCC facilitating this process rather than formally handing over pre-collected data. To help avoid duplication of efforts, PCCC may remain on the line to seek clarification if the caller's information is ambiguous or incoherent, ensuring accurate transmission to FSCC. If the caller is unable to clearly restate what they have already reported, PCCC may also step in to convey the essential information on their behalf. This protocol is designed to preserve vital information while providing the caller with necessary support throughout the process.

4.3 ***Question 18c: The advice given to persons calling from inside Wang Fuk Court and the rationale of the advice***

4.3.1 Not all persons calling from inside Wang Fuk Court were advised to stay put and await rescue as suggested in Question 18c. Generally speaking, the safety advice provided to callers is given on a case-by-case basis, tailored to the specific details they provide. If the caller has doubts about evacuation, FSCC will offer appropriate safety advice for those awaiting rescue to facilitate an informed decision on whether to stay put or evacuate to other safer place, which is generally suitable for any building fire incident.

4.3.2 As a matter of guiding principle, callers are advised to avoid smoke, as inhaling smoke can be fatal. In practice, this means the advice given depends on the conditions immediately outside the caller's unit rather than their specific floor level. If there is heavy smoke outside the unit, the caller will be advised to remain calm inside and seal the door gaps. On the other hand,

if the corridor is clear of smoke, the caller will be advised to leave quickly using the nearest smoke-free staircase. This approach means that in a building fire like the Wang Fuk Court Fire, where conditions might have varied across different parts or levels of the building at different stages, the advice would differ depending on what each individual caller reported about their immediate surroundings. For the Committee's information, the guiding principle does not take additional factors such as the caller's age or mobility into account – the focus remains on the presence or absence of smoke outside the unit. The relevant scripts for such advice are set out in paragraph 4 of Temporary Operational Guidelines, Issue No. 05/2024, dated 29 November 2024. [FSD(2)/G(I)/3]

4.4 ***Question 18d: The staffing levels of FSCC operated by FSD, the number of persons on duty at FSCC on 26 November 2025 and whether any staff surges were implemented at FSCC in response to the Wang Fuk Court Fire***

4.4.1 Under standard manning arrangements, FSCC is equipped with 30 telephone lines and staffed with 37 personnel during daytime hours (0900–1800) and 31 personnel during nighttime hours (1800–0900). These were the staffing levels in place at the commencement of the Wang Fuk Court incident on 26 November 2025.

4.4.2 As mentioned in paragraph 28 of the Witness Statement of TANG Wing-wah, in response to the escalating situation, the Director of Fire Services instructed at 1520 hours, immediately following the activation of the Director's Command Post, the mobilisation of approximately 80 uniformed members from non-operational units to establish a Support Centre to FSCC, equipped with 18 dedicated hotlines to collect updates on the

[FSD/G(I)/2]
pp. 4-6
(A.S. No. 237/4-6)

conditions and locations of affected callers with the aim of facilitating appropriate resource deployment. This represented a significant augmentation of capacity beyond standard manning levels to manage the surge in call volume during the incident.

4.5 ***Question 18f.i: Whether the capacity / staffing levels of FSCC operated by FSD were sufficient to handle the volume of calls received on 26 November 2025***

4.5.1 Despite the surge in the volume of calls after the fire broke out, with the establishment of Support Centre, FSCC was able to answer calls within an average of one minute for the rest of the day. Therefore, FSD is of the opinion that the staffing levels of FSCC were generally able to handle the volume of calls received on 26 November 2025 throughout the incident.

4.6 ***Question 18f.ii: Whether the protocols in place to relay information to frontline personnel were adequate***

4.6.1 Details of the protocols in place to relay information to frontline personnel have been covered in paragraph 5.1 of my 1st Witness Statement given on 16 January 2026. In accordance with the protocols mentioned, information collected from the callers requiring FS assistance was immediately disseminated by FSCC to the frontline personnel via chat group set up in the FSD Messenger. As mentioned in paragraph 47 of the Witness Statement of TANG Wing-wah, all 347 locations reportedly seeking FS assistance were all attended to by the frontline personnel. FSD therefore considers the protocols in place for relaying information to frontline personnel to have been adequate.

4.7 *Question 18f.iii: Whether any improvements could and/or should be made to the policies and procedures of the call receiving system of FSCC in light of the Wang Fuk Court Fire*

4.7.1 FSD considers its policies and procedures for handling incoming emergency calls in FSCC to have been adequate. Nonetheless, to further enhance operational efficiency in handling a high volume of assistance calls during major incidents, FSD is exploring an upgrade to the computerised commanding system in FSCC and on board the Mobile Command Unit (“MCU”) with new features to filter duplicate calls.

[FSD/G(I)/2]
pp. 7-8
(A.S. No. 237/7
& 8)

4.7.2 For the Committee’s information, the filtering of duplicate calls will not prevent them from reaching operators – all incoming calls, whether duplicated or not, will still be answered and properly stored in the computer system. The filtering will occur at a later stage when calls are forwarded to frontline personnel, at which point duplicates will be identified and streamlined to make it easier for frontline staff to process the relevant information.

4.7.3 This upgrade is expected to optimise resource allocation by ensuring frontline personnel are not burdened with redundant or repetitive information, eliminate duplication of efforts when calling back callers, and ensure accurate documentation by preventing the same incident or caller from being counted multiple times.

4.7.4 In the Wang Fuk Court Fire, the large volume of duplicated calls did cause difficulties to operations, underscoring the importance of effective filtering and streamlining processes in

managing high-demand incidents.

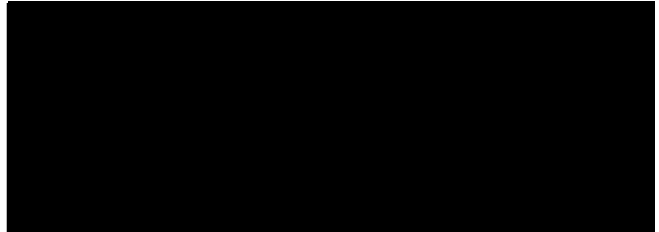
4.8 ***Question 18f.iv: Whether any technical improvements to the call receiving system could have better facilitated the rescue of Wang Fuk Court***

4.8.1 Several technical improvements are under development. Currently, FSD's mobilising system can retrieve the address of an incoming call. With the upcoming system upgrade, this capability will expand to allow an SMS request to be sent to the caller, enabling them to share their location and multimedia content with FSCC.

4.8.2 The upgraded system will further enable all FSCC operators and frontline officers to share common assistance information in real time. For the Committee's information, the upgraded system mentioned herein is different from the FSD Messenger referred to in paragraph 5.1.5.1 of my 1st Witness Statement. Currently, when FSCC operators forward assistance requests to frontline personnel, they use an official mobile phone to photograph the information displayed on the Computerized Mobilising System screen and then transmit it via the FSD Messenger. This process still involves a significant amount of manual work. The upgraded system, by contrast, will automate these procedures. Once operators enter information into the system, it will be shared simultaneously with all parties involved in the operation, eliminating the need for the manual steps of photographing and transmitting screen information. These enhancements are designed to ensure that all relevant parties can respond to assistance calls with minimal delay, improving the effectiveness and accuracy of emergency response.

5. I confirm that the contents of this Witness Statement are true to the best of my knowledge, information and belief.

Dated this 29th day of January 2026.



WONG Sze-lut, Sunny
Deputy Chief Fire Officer
(Operational Support and
Professional Development)
Fire Services Department