



ACTIVITY REPORT

**2023**



2023 Activity Report  
Directorate-General for Emergencies  
Bizkaia Provincial Council



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# Executive Summary



**01**

The Fire Prevention, Extinction, and Rescue Service (SPEIS) provided 7,090 services: 1,953 fires (28% of the total call-outs), 2,339 rescues (33% of the total), and 2,798 technical assistance interventions (39% of the total).

**02**

The station with the highest number of first response call-outs was Urioste (2,246 call-outs, 31.7% of total call-outs), followed by Artaza (1,356 call-outs) and Basauri (1,218 call-outs). All the stations have seen an increase in the number of call-outs compared to the previous year.

**03**

During 2023, the SPEIS has intervened in the 112 municipalities of the Historical Territory of Bizkaia.

**04**

The municipalities in which most services were deployed were Barakaldo (739 call-outs), followed by Getxo (500), Santurtzi (312), Basauri (306), and Portugalete (280).

**05**

Of the 7090 services provided by the SPEIS of Bizkaia, intervention was necessary on 4343 occasions (61.3% of the total).

**06**

The average number of services per day was 19.42 and the most common range of services was between 11 and 20 per day. This occurred on 163 days.

**07**

The day with the most interventions in 2023 was 2 November (78 interventions), when there was a large number of technical assistance interventions (mainly involving making buildings safe and removing trees) due to the strong winds.

**08**

There were 347 structural fires, including 65 level three fires (fires inside properties, shops, or commercial premises during high-risk hours or special-risk structures) and one level four fire (large structural fire).

**09**

In 2023, three people died in fires attended by the SPEIS.

**10**

A total of 55 industrial fires were attended to: 19 level one fires (outdoor fires with no risk of spreading), 30 level two fires (small indoor or outdoor fires with risk of spreading), and six level three industrial fires (major industrial fire).

**11**

There were 401 high-risk entries, 241 traffic accidents, and 132 rural and mountain searches and rescues, among other rescues.

**12**

Technical assistance included neutralising wasp nests, making buildings safe, removing trees, and cleaning roads, among other things.

**13**

Various operational prevention, technical advice, and public awareness initiatives have been carried out, including a mass campaign of advice on how to act in the event of fires in residential blocks of flats.

**14**

An induction course for firefighter drivers, over 800 hours of on-the-job training for staff, and various career training courses have been provided.

**15**

Bizkaia Prest managed 14,166 alarms (notifications of incidents or emergencies, usually received from 112-SOS Deiak) which resulted in 7,090 SPEIS services and 488 services involving the resources of the Department of Sustainability and the Natural Environment.

**16**

The SPEIS serves a population of 808,210 people (excluding Bilbao) and a surface area of 2,174.6 km<sup>2</sup>, with a total of 407 operational personnel, giving a ratio of 2072.33 inhabitants and 5.58 km<sup>2</sup> per operational staff member.

**17**

The Subdirectorate of Emergency Management and Civil Protection has a workforce of 437 people including operational and technical personnel.

**18**

The SPEIS has a fleet of 100 vehicles (63 heavy and 37 light vehicles) as well as 29 trailers and eight containers with various equipment.

**19**

The budget for 2023 amounted to almost €37 million, 8% more than the previous year. Of this budget, 83.1% was allocated to staff salaries, 8% (2.95 million) to current expenditure, and the remaining 8.9% (3.29 million) to investments.

**20**

The logistics unit has dealt with 3,148 requests for supplies through stations, as well as 344 repairs and 1,553 preventive maintenance operations on equipment.

# 1. Introduction



Although it did not occur in 2023, we cannot forget that we have written this introduction after witnessing the tragic fire in Campanar in Valencia. Sadly, this incident has claimed the lives of ten people, left 15 people with varying degrees of injury, and destroyed 138 homes. This is a fire which, even for professional firefighters, has surpassed anything we have witnessed so far. This is the case in terms of personal injury, severity, the speed of the spread in all directions, the extent of the area affected, and the level of destruction. Much remains to be clarified about the design of the building, the obtaining of a municipal licence, the maintenance of the building, the origin of the fire, its spread, and the intervention of the emergency teams. It is not the time to speculate on the insufficient information that is currently available and we must wait in order to draw conclusions and establish what needs to be remedied and what can be improved.

At this time we can only express our deepest condolences to the families, friends, and loved ones who have been affected by this tragedy. We would also like to express our utmost admiration, respect, and solidarity to the firefighters who faced a disaster that exceeded all the limits and capacities of immediate response teams.

As far as our report is concerned, although June 2023 saw the start of a new term of office for the Bizkaia Provincial Council, this will not entail any change in the short or medium term in the objectives and goals we wish to achieve within the provincial emergency department. We continue to be mindful that we are a public service whose mission is to minimise damage to people, property, and the environment, in the face of natural and anthropic risks, doing all of this through prevention and intervention efforts wherever necessary. To support this commitment, our institution allocated a budget in 2023 of almost €37 million, 8% more than in 2022. This has enabled us to meet our needs appropriately and we have worked hard to do so efficiently.

We must highlight the ongoing commitment to Bizkaia of each and every one of the people who make up our organisation. Without this commitment, we would not be able to meet the standards of an advanced and demanding society such as ours. It is not enough to remedy the emergencies/incidents that arise. We must do so quickly, efficiently, and effectively, with adequate human and material resources and always prioritising prevention because the best emergency is one that does not occur. In order to evaluate the service provided, we base our assessment, among other aspects, on the annual satisfaction survey conducted among direct users of our service, which is carried out by a third party from outside the Bizkaia Provincial Council. The latest results, from September 2023, rate us above nine points out of ten, i.e. at a high level in terms of excellence. This leads us to believe that the perceived quality of the service provided is very good. This very high rating motivates us and gives us an additional impetus to continue making progress.

Our vision is in line with that of our institution, which is none other than to be a leading emergency service, always remaining humble and avoiding competition with other services. To achieve this, there must be adequate material resources in place, such as those we have,

but above all it is crucial to have robust working procedures, safety, education, and training, promoting self-protection and incorporating sustainability in all our activities. In short, we need the right resources and above all management capacity to carry all this out in a reasonably orderly manner.

In terms of operational data, we would like to highlight the 10.8% increase in the number of times our resources left stations to provide services (call-outs), amounting to 7090, which represents approximately 20 call-outs per day in statistical terms. This is not due to any factor in particular, but to the progressive increase in the demand for interventions that our service can offer.

In the interests of transparency, this report provides a greater level of detail than in previous reports in terms of the type of call-outs, by municipality, by time zone, by month, etc. As a new development, it discusses something inherent to the emergency services, which is the fact that not all call-outs require an intervention and this does not necessarily entail inefficiency. All emergency services have it in their DNA to mobilise the necessary resources as quickly as possible because that always means minimising damage. However, this takes a toll as information is sometimes insufficient or incorrect. It may also be the case that once the emergency/incident is detected, no intervention is required, or it may even be a false alarm. For our service, 61.3% of call-outs carried out in 2023 required an intervention.

In terms of personnel, we have started the selection process to fill four vacancies for sergeants, two for open rotation, and two for internal promotion. A total of 38 and 11 people have applied, respectively, which demonstrates the interest people have in pursuing a professional career with our service. The process is expected to be completed by the summer of 2024.

As far as Bizkaia Prest is concerned, we are carrying out significant technological improvements, such as the migration to a more accessible and configurable platform by our provincial IT company (Lantik).

As part of our 2022-2024 sustainability strategy, we have continued to implement its measures. The installation of photovoltaic panels at all stations is worth mentioning. They have been in operation since November 2023 and are expected to produce a third of the electricity we consume at our stations.

In addition, the Ispaster Training Area has been connected to the Wastewater Treatment Plant (WWTP) located in the municipality, for which it has been necessary to develop a pipeline over 400 m long. In addition, the project for the building of the new training area has been put out to tender and awarded on the basis of the strategic thinking process conducted in 2022 on its future. This will mean that, in the coming years, we will have a more suitable and up-to-date facility to meet the training and education needs of our professionals and other groups.

All of this report available to you has been made possible thanks to the hard and conscientious work of the people who make up our organisation.

We cannot end this introduction without welcoming the three people who have joined our team. Warm thanks also go to the 12 people who retired in 2023 for all their work over the years, in some cases for a lifetime in the service. We will miss you!

Lastly, we really appreciate the commitment and good work done once again this year by all the people who make up our organisation.

Eskerrik asko benetan!!!

Bizkaia, 29 February 2024

The Director

## 2. Organisation



The Directorate-General for Emergencies is made up of the Fire Prevention, Extinction, and Rescue Service (made up of the Station Operations and Management section and the Prevention, Training and Civil Protection section), a technical-administrative section and the section of the Integrated Emergency Management Centre – Bizkaia Prest.

To deal with emergencies/incidents that occur in Bizkaia, except for Bilbao, which has its own service, there is a network of fire stations based on the principle of being able to access the area of any municipality in Bizkaia in a maximum theoretical response time of 20 minutes and no more than 30 minutes, even in the most unfavourable conditions. Theoretical response time is understood to be the time from when the request for an intervention enters Bizkaia Prest until the first operational resource is in place, under normal traffic and operating conditions of the stations.

Currently, with the provision of existing stations, it is guaranteed that the theoretical response time is less than or equal to 20 minutes for 91.12% of the population served by this service, which is 808,210 people, according to population data from the year 2023. If it is taken into account that in the border areas with Araba and Gipuzkoa there are agreements with the fire service that might arrive earlier, even if it is outside its territorial area of competence, this percentage rises to 91.45%.

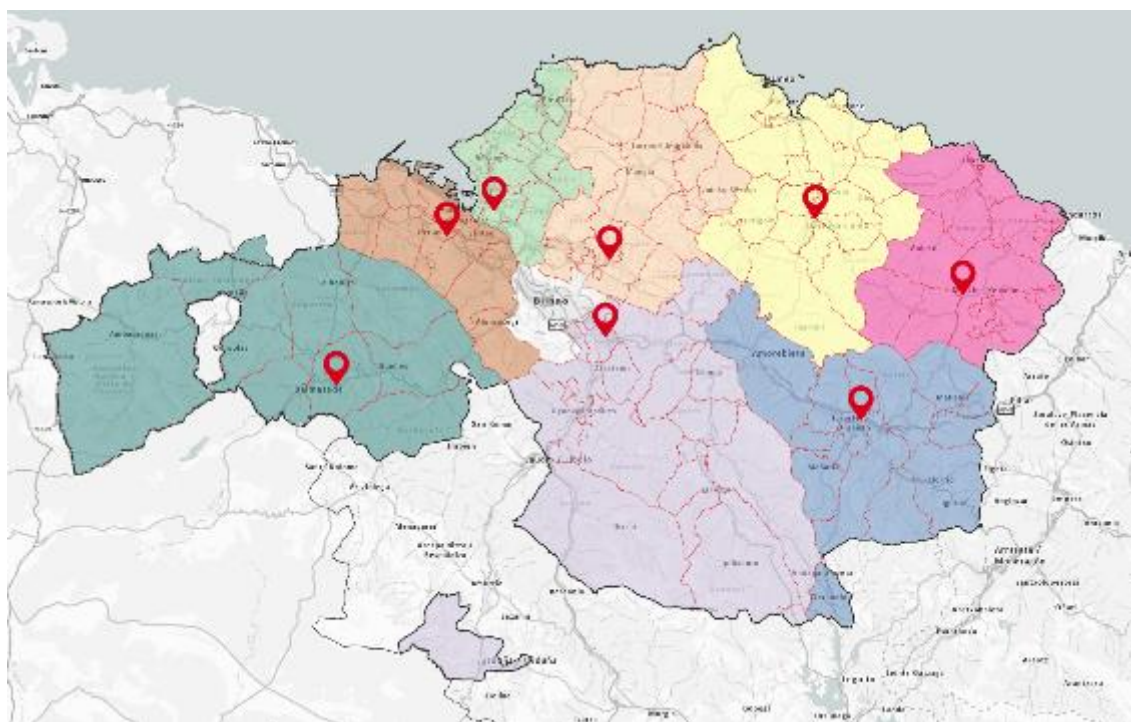
## 2.1. SPEIS Stations

The Bizkaia Fire Prevention, Extinction, and Rescue Service (hereinafter SPEIS) is made up of eight fire stations and professional firefighters distributed throughout all the regions of Bizkaia, along with a training area in Ispaster. The stations are distributed over four areas:

|        |                                                                 |
|--------|-----------------------------------------------------------------|
| AREA 1 | FENIX 1 – Urioste Station (Ortuella)<br>FENIX 6 – Zalla Station |
| AREA 2 | FENIX 2 – Basauri Station<br>FENIX 5 – Arratzu Station          |
| AREA 3 | FENIX 3 – Artaza Station (Leioa)<br>FENIX 8 – Derio Station     |
| AREA 4 | FENIX 4 – Iurreta Station<br>FENIX 7 – Markina-Xemein Station   |

This distribution of zones and the location of the stations is designed to facilitate adequate response times. It makes it possible to respond to all high-risk emergencies within 20 minutes and a maximum of 30 minutes in 95% of the interventions, as stated in the SPEIS service charter.

Each zone has a main station and a smaller station, ensuring that the first reinforcements received by each station in the event of a major incident are balanced.



In total, the SPEIS serves a population of 808,210 people (excluding Bilbao) and a surface area of 2,174.6 km<sup>2</sup>, with a total of 407 operational personnel, giving a ratio of 2072.33 inhabitants and 5.58 km<sup>2</sup> per operational staff member.

The breakdown by stations is as follows:

|                                           | AREA 1   |        | AREA 2   |          | AREA 3   |          | AREA 4   |         |
|-------------------------------------------|----------|--------|----------|----------|----------|----------|----------|---------|
|                                           | URIOSTE  | ZALLA  | BASAURI  | ARRATZU  | ARTAZA   | DERIO    | IURRETA  | MARKINA |
| Inhabitants <sup>1</sup>                  | 261,386  | 32,101 | 124,836  | 46,492   | 172,753  | 48,851   | 96,166   | 25,625  |
| Surface area (km2)                        | 131.24   | 429.5  | 509.57   | 278.85   | 87.38    | 235.22   | 296.89   | 205.96  |
| Operational personnel                     | 89       | 39     | 52       | 39       | 58       | 39       | 52       | 39      |
| Inhabitants/operational staff member      | 2,936.92 | 823.10 | 2,400.69 | 1,192.10 | 2,978.50 | 1,252.59 | 1,849.35 | 657.05  |
| Km <sup>2</sup> /operational staff member | 1.47     | 1.27   | 9.80     | 7.15     | 1.51     | 6.03     | 5.71     | 5.28    |

Additionally, SPEIS has agreements with five Civil Protection volunteer groups from the municipalities of Lanestosa, Urduña/Orduña, Karrantza Harana/Valle de Carranza, Bermeo and Otxandio.

In the following pages, there is a detailed breakdown of the eight fire stations that make up the Bizkaia Fire Prevention, Extinction, and Rescue Service.

<sup>1</sup> The population data in all the tables are those provided by the INE for the year 2023



## Urioste Station



This is the central station of the service, where, in addition to the station itself, administrative services, logistics, vehicles, the emergency coordination centre (Bizkaia Prest) and the SPEIS headquarters are located.

It is located in the Urioste neighbourhood (Ortuella) and covers the following municipalities:



| Municipality                 | Km <sup>2</sup> | Inhabitants    |
|------------------------------|-----------------|----------------|
| Abanto and Ciérvana - Abanto | 16.18           | 9,402          |
| Zierbena                     | 20.20           | 2,950          |
| Alonsotegi                   | 25.00           | 101,229        |
| Barakaldo                    | 20.95           | 7,342          |
| Muskiz                       | 7.99            | 8,536          |
| Ortuella                     | 3.19            | 44,629         |
| Portugalete                  | 8.76            | 46,057         |
| Santurtzi                    | 3.61            | 27,834         |
| Sestao                       | 12.85           | 11,911         |
| Valle de Trápaga/Trapagaran  | 12.51           | 1,496          |
| Zierbena                     |                 |                |
| <b>TOTAL</b>                 | <b>131.24</b>   | <b>261,386</b> |

The station workforce consists of 60 firefighters/drivers, 12 corporals, three sergeants, and an area deputy inspector, also responsible for the Zalla station.

Additionally, in the central services there are five administrative staff, four maintenance assistants, a technical engineer responsible for the vehicle unit, 18 operators, and emergency centre operators, a Bizkaia Prest section chief, a head of the technical-administrative section, seven deputy inspectors, three officers, a head of the Prevention, Training and Civil Protection section, a head of the Station Operations and Management section, a head of department, and the Deputy Director of Emergency Management and Civil Protection.



## Zalla Station



The Zalla Station, inaugurated in 2021, is the station covering the following municipalities:



| Municipality                       | Km <sup>2</sup> | Inhabitants   |
|------------------------------------|-----------------|---------------|
| Artzentales                        | 36.61           | 726           |
| Balmaseda                          | 22.35           | 7,593         |
| Galdames                           | 44.38           | 834           |
| Gordexola                          | 41.06           | 1,678         |
| Güeñes                             | 41.49           | 6,740         |
| Karrantza Harana/Valle de Carranza | 137.96          | 2,713         |
| Lanestosa                          | 1.14            | 246           |
| Sopuerta                           | 42.43           | 2,731         |
| Trucios-Turtzioz                   | 30.91           | 521           |
| Zalla                              | 31.17           | 8,319         |
| <b>TOTAL</b>                       | <b>429.5</b>    | <b>32,101</b> |

The station workforce is made up of 30 firefighters/drivers, six corporals, and three sergeants.

Basauri Station



Located in a strategic communications hub in Basauri, it is the station covering the following municipalities:



| Municipality       | Km <sup>2</sup> | Inhabitants    |
|--------------------|-----------------|----------------|
| Arakaldo           | 2.72            | 164            |
| Arantzazu          | 3.54            | 389            |
| Areatza            | 9.12            | 1,247          |
| Arrankudiaga-Zollo | 22.67           | 991            |
| Arrigorriaga       | 16.16           | 11,954         |
| Artea              | 12.32           | 754            |
| Basauri            | 7.07            | 40,413         |
| Bedia              | 16.39           | 1,114          |
| Dima               | 62.33           | 1,496          |
| Etxebarri          | 3.38            | 11,975         |
| Galdakao           | 31.28           | 29,332         |
| Igorre             | 17.07           | 4,296          |
| Larrabetzu         | 21.53           | 2,056          |
| Lemoa              | 15.43           | 3,547          |
| Orozko             | 102.19          | 2,654          |
| Ubide              | 2.80            | 173            |
| Ugao-Miraballes    | 5.25            | 4,164          |
| Urduña/Orduña      | 33.34           | 4,179          |
| Zaratamo           | 10.17           | 1,610          |
| Zeanuri            | 67.17           | 1,247          |
| Zeberio            | 47.64           | 1,081          |
| <b>TOTAL</b>       | <b>509.57</b>   | <b>124,836</b> |

The station workforce consists of 42 firefighters/drivers, six corporals, three sergeants, and an area deputy inspector, also responsible for the Arratzu station.

## Arratzu Station



The Arratzu station, inaugurated in 2022 to replace the old Gernika station, currently serves the following municipalities:



| Municipality     | Km <sup>2</sup> | Inhabitants   |
|------------------|-----------------|---------------|
| Ajangiz          | 7.14            | 478           |
| Arratzu          | 10.05           | 426           |
| Bermeo           | 33.68           | 16,878        |
| Busturia         | 20.20           | 1,644         |
| Ea               | 13.96           | 822           |
| Elantxobe        | 1.82            | 348           |
| Ereño            | 10.52           | 277           |
| Errigoiti        | 16.51           | 509           |
| Forua            | 7.63            | 916           |
| Gautegiz Arteaga | 13.51           | 889           |
| Gernika-Lumo     | 8.51            | 17,050        |
| Ibarrangelu      | 14.26           | 695           |
| Kortezubi        | 11.82           | 440           |
| Mendata          | 22.72           | 385           |
| Morga            | 14.45           | 414           |
| Mundaka          | 3.94            | 1,843         |
| Murueta          | 5.44            | 337           |
| Muxika           | 49.53           | 1,517         |
| Nabarniz         | 11.75           | 269           |
| Sukarrieta       | 1.41            | 355           |
| <b>TOTAL</b>     | <b>278.85</b>   | <b>46,492</b> |

The station workforce is made up of 30 firefighters/drivers, six corporals, and three sergeants.

Artaza Station



This is the station that serves Uribealdea and is located in the Artaza neighbourhood (Leioa).



| Municipality | Km <sup>2</sup> | Inhabitants    |
|--------------|-----------------|----------------|
| Barrika      | 7.59            | 1,533          |
| Berango      | 8.73            | 7,454          |
| Erandio      | 18.83           | 24,411         |
| Getxo        | 11.86           | 76,104         |
| Gorliz       | 10.08           | 6,058          |
| Leioa        | 8.31            | 32,491         |
| Plentzia     | 5.87            | 4,361          |
| Sopela       | 8.31            | 14,872         |
| Urduliz      | 7.80            | 5,469          |
| <b>TOTAL</b> | <b>87.38</b>    | <b>172,753</b> |

The station workforce consists of 48 firefighters/drivers, six corporals, three sergeants, and an area deputy inspector, who also supervises the Derio station.

## Derio Station



The Derio station is located at a strategic point in order to quickly access all the municipalities in its coverage area:



| Municipality  | Km <sup>2</sup> | Inhabitants   |
|---------------|-----------------|---------------|
| Arrieta       | 14.60           | 581           |
| Bakio         | 16.46           | 2,811         |
| Derio         | 10.14           | 7,071         |
| Fruiz         | 5.63            | 551           |
| Gamiz-Fika    | 15.23           | 1,395         |
| Gatika        | 17.27           | 1,623         |
| Laukiz        | 8.10            | 1,225         |
| Lemoiz        | 18.56           | 1,318         |
| Lezama        | 16.37           | 2,448         |
| Loiu          | 15.01           | 2,297         |
| Maruri-Jatabe | 15.96           | 1,069         |
| Meñaka        | 12.47           | 763           |
| Mungia        | 44.43           | 17,882        |
| Sondika       | 6.84            | 4,523         |
| Zamudio       | 18.15           | 3,294         |
| <b>TOTAL</b>  | <b>235.22</b>   | <b>48,851</b> |

The station workforce is made up of 30 firefighters/drivers, six corporals, and three sergeants.

Iurreta Station



It is the main station for Durangaldea, located next to the A-8 and covers the following municipalities:



| Municipality      | Km²           | Inhabitants   |
|-------------------|---------------|---------------|
| Abadiño           | 36.02         | 7,708         |
| Amorebieta-Etxano | 58.77         | 19,570        |
| Atxondo           | 23.35         | 1,367         |
| Berriz            | 29.75         | 4,543         |
| Durango           | 10.72         | 29,767        |
| Elorrio           | 36.96         | 7,292         |
| Ermua             | 6.48          | 15,599        |
| Garai             | 7.14          | 334           |
| Iurreta           | 18.85         | 3,738         |
| Izurtza           | 4.36          | 227           |
| Mallabia          | 23.10         | 1,160         |
| Mañaria           | 17.57         | 533           |
| Otxandio          | 12.36         | 1,323         |
| Zaldibar          | 11.46         | 3,005         |
| <b>TOTAL</b>      | <b>296.89</b> | <b>96,166</b> |

The station workforce consists of 42 firefighters/drivers, six corporals, three sergeants, and an area deputy inspector, also responsible for the Markina-Xemein station.

## Markina-Xemein Station



This is the station that serves Lea-Artibai and covers the following municipalities:



| Municipality        | Km <sup>2</sup> | Inhabitants   |
|---------------------|-----------------|---------------|
| Amoroto             | 392             | 13.06         |
| Aulesti             | 655             | 25.54         |
| Berriatua           | 1,216           | 19.13         |
| Etxebarria          | 782             | 17.90         |
| Gizaburuaga         | 197             | 6.09          |
| Ispaster            | 731             | 22.87         |
| Lekeitio            | 7,143           | 1.82          |
| Markina-Xemein      | 5,037           | 45.22         |
| Mendexa             | 425             | 6.92          |
| Munitibar-Arbatzegi | 470             | 24.29         |
| Gerrikaitz          |                 |               |
| Ondarroa            | 8,179           | 4.28          |
| Ziortza-Bolibar     | 398             | 18.84         |
| <b>TOTAL</b>        | <b>205.96</b>   | <b>25,625</b> |

The station workforce is made up of 30 firefighters/drivers, six corporals, and three sergeants.

## 2.2. Bizkaia Prest

Since January 2019, the Provincial Council has had at its disposal the Bizkaia Prest Integrated Emergency Management Centre, located in the premises of the Urioste station and replacing the previous Communications Centre. The fundamental mission of Bizkaia Prest is to coordinate responses and mobilise all the necessary resources (human and material) that the Bizkaia Provincial Council puts at the service of citizens in emergency/incident situations, thus offering a more efficient response, 24 hours a day and 365 days a year.

The project was designed with the fundamental objective of improving coordination between the different provincial services operating in emergencies, and establishing a single entry point for emergency notifications at provincial level, thus guaranteeing an efficient, more coordinated and faster response to emergencies/incidents.



In the same physical space and on the same technological platform, this new centre offers comprehensive, real-time information on all the resources available to the provincial council to deal with any emergency/incident and the possibilities for their mobilisation, as well as the number of firefighters on duty and their distribution by stations, the number of operating vehicles in the service and their distribution, and the forest agents and fire watch teams, etc.

Decision-making is therefore more complete and immediate, reducing waiting times and making the movement of resources more efficient and effective.

During 2023, these were the most important actions:

- The technical team in charge of maintenance and new functionalities of the technological platform has been expanded and further training has been provided.
- Efforts are being taken to make the system more robust in order to guarantee a fully available environment. Work will continue during 2024 to finalise the deployment of this environment.
- A dashboard is being developed that will enable real-time monitoring of key indicators and more efficient management. The subdirectorate will therefore have a tool that will make it possible to monitor trends regarding the services provided and response times in detail, among other aspects.
- A system has been developed to automatically obtain vehicle entry and exit times at the gate. This system has been implemented in the Artaza station as a pilot project and work is being done to integrate it with the emergency management application, allowing the times obtained by the system to be recorded in real time.
- The necessary updates have been made to implement the new Provincial Emergency Plan in the Historical Territory of Bizkaia, carrying out training and drills with all the people joining the plan's crisis committee for the first time. A simulation of an episode of multiple alarms generated by heavy rains that flooded inhabited areas in several municipalities in Bizkaia was carried out.

In 2023, Bizkaia Prest has managed 14,166 alarms (notifications of incidents or emergencies). The usual channel for receiving alarms is 112-SOS Deiak, and alarms can also be received through other institutions (police, city councils, etc.) or individuals.

These alarms are analysed and assessed by Bizkaia Prest staff, and in the event that they require the mobilisation of DFB resources, the corresponding service is created. A service is an action generated so that the SPEIS and/or the resources of the Department of Sustainability and the Natural Environment resolve the alarm received. In this document the words “call-out” or “intervention” are also used with an equivalent meaning.

Bizkaia Prest is committed to managing urgent alarms in less than 180 seconds. This implies analysing the information, classifying the type of intervention and mobilising the appropriate resources in less than three minutes.

The 14,166 alarms managed led to the creation of 7,090 SPEIS services and 488 services involving the resources of the Department of Sustainability and the Natural Environment. The rest of the alarms did not generate services, either because they were informative (for example, weather warnings), or because it was not actually appropriate to perform any service.

## 2.3. Staff

The Sub-directorate of Emergency Management and Civil Protection has a workforce of 437 positions distributed as shown in the following table.

|                                                                | Urioste    | Basauri   | Artaza    | Iurreta   | Arratzu   | Zalla     | Markina-Xemein | Derio     | TOTAL      |
|----------------------------------------------------------------|------------|-----------|-----------|-----------|-----------|-----------|----------------|-----------|------------|
| Firefighters/drivers                                           | 60         | 42        | 48        | 42        | 30        | 30        | 30             | 30        | 312        |
| Corporals                                                      | 12         | 6         | 6         | 6         | 6         | 6         | 6              | 6         | 54         |
| Sergeants                                                      | 3          | 3         | 3         | 3         | 3         | 3         | 3              | 3         | 24         |
| Deputy inspectors                                              | 8          | 1         | 1         | 1         |           |           |                |           | 11         |
| Officers                                                       | 3          |           |           |           |           |           |                |           | 3          |
| Head of the Prevention, Training, and Civil Protection Section | 1          |           |           |           |           |           |                |           | 1          |
| Head of the Station Operations and Management Section          | 1          |           |           |           |           |           |                |           | 1          |
| Deputy Director of Emer. Management and Civil Protection       | 1          |           |           |           |           |           |                |           | 1          |
| Bizkaia PREST operators                                        | 18         |           |           |           |           |           |                |           | 18         |
| Head of Bizkaia Prest Section                                  | 1          |           |           |           |           |           |                |           | 1          |
| Head of the Technical-Administrative Section                   | 1          |           |           |           |           |           |                |           | 1          |
| Administrative, logistics, and vehicle staff                   | 10         |           |           |           |           |           |                |           | 10         |
| <b>TOTAL</b>                                                   | <b>119</b> | <b>52</b> | <b>58</b> | <b>52</b> | <b>39</b> | <b>39</b> | <b>39</b>      | <b>39</b> | <b>437</b> |

### Incorporation and loss of staff

In 2023, a total of three people took up their posts as career civil servants in the Subdirectorate of Emergency Management and Civil Protection of the Bizkaia Provincial Council:

- One firefighter/driver
- One corporal
- One administrative assistant

In all cases, this was a consequence of court rulings.

During the year a total of 12 people have left due to retirement:

- One deputy inspector
- One sergeant
- Three corporals
- Seven firefighters

These vacancies will be covered by job pools until the next selection process is called.

### Competitive transfer procedures

Competitive transfer procedures have been held for the categories of corporal and deputy inspector.

### Selection processes

A selection process to fill vacancies in the sergeant category has been launched. Examinations were held in the last quarter of the year and the selection process will be completed by the summer.

An induction course for the firefighter-driver category was also completed in May in which 24 applicants participated. The people who passed the course have been incorporated into the SPEIS job pool.

## 2.4. Vehicle fleet

As of 31 December 2023, the Fire Prevention, Extinction, and Rescue Service of the Bizkaia Provincial Council had a fleet of 100 vehicles.



Of these, 63 are heavy vehicles and 37 are light vehicles. In addition, the SPEIS has 29 trailers. Each station has a standard supply of vehicles and there are also several replacement vehicles of each type, which make it possible to cover operational needs during the repair of breakdowns and scheduled maintenance.

| Type of vehicle              | Number |
|------------------------------|--------|
| BUP – Heavy urban pumper     | 18     |
| BUM – Medium urban pumper    | 2      |
| BNP – Heavy supply pumper    | 7      |
| BFP – Heavy forestry pumper  | 10     |
| AEA – Automatic ladder truck | 11     |

|                                   |    |
|-----------------------------------|----|
| FUV – Van with various tools      | 10 |
| GR – Truck crane                  | 5  |
| UTP – Off-road vehicle            | 13 |
| UMJ – Command and leadership unit | 6  |
| Other light vehicles              | 18 |

During the year, improvement work was carried out on several heavy goods vehicles in order to update and standardise the distribution of equipment in service vehicles.

In addition, the service has eight containers with diverse equipment that is useful for different types of intervention:

| Container                                           | Nomenclature | Location       |
|-----------------------------------------------------|--------------|----------------|
| Chemical risk container                             | CQM          | Urioste        |
| Shoring container                                   | CAP          | Artaza         |
| Medical tent container                              | CHC          | Basauri        |
| Flood pump container                                | CMB          | Iurreta        |
| Self-contained breathing apparatus (SCBA) container | CER          | Derio          |
| Generator and trolley container                     | CGC          | Basauri        |
| Hose container                                      | CMP          | Urioste (Port) |
| PMA container                                       | CPMA         | Derio          |

## 2.5. Budget

The budget for 2023 amounted to almost €37 million, 8% more than the previous year. Of this budget, 83.1% (just over €30 million) went to personnel expenses, 8% (€2.95 million) to current expenditure, and the remaining 8.9% (€3.29 million) to investments, as can be seen in the table below:

| Item                                                              | 2023              | 2022              | Variation<br>2022/2023 |
|-------------------------------------------------------------------|-------------------|-------------------|------------------------|
| <b>1 - PERSONNEL EXPENSES</b>                                     | <b>30,670,571</b> | <b>29,128,716</b> | <b>+5%</b>             |
| <b>2 - EXPENDITURE ON CURRENT GOODS AND SERVICES</b>              | <b>2,956,000</b>  | <b>2,596,815</b>  | <b>+14%</b>            |
| 21 - Leasing of machinery and tools                               | 21,000            | 21,000            | 0%                     |
| 22 - Repair and maintenance of buildings, machinery, etc.         | 922,523           | 746,450           | +24%                   |
| 23 - Consumption, clothing, courses, other services, and supplies | 2,012,477         | 1,829,365         | +10%                   |
| <b>6 - ACTUAL INVESTMENTS</b>                                     | <b>3,296,680</b>  | <b>2,461,000</b>  | <b>+34%</b>            |
| 63 - Station improvements                                         | 2,269,680         | 1,390,000         | +63%                   |
| 64 - Machinery and tooling                                        | 65,000            | 95,000            | -32%                   |
| 65 - Vehicles                                                     | 565,000           | 530,000           | +7%                    |
| 66 - Furniture, office equipment, household appliances            | 126,000           | 175,000           | -28%                   |
| 68 - Specific equipment                                           | 271,000           | 271,000           | 0%                     |
| <b>TOTAL</b>                                                      | <b>36,923,251</b> | <b>34,186,531</b> | <b>+8%</b>             |

Chapter 4 - Investments explains in detail the main investments carried out during the year.

## 2.6. ISO certifications

The Directorate of Emergency Management and Civil Protection is ISO 9001 (Quality Management Systems) and ISO 22320 (Emergency Management) certified. In 2023, AENOR carried out a renewal audit of the ISO 22320 certificate and a follow-up audit of ISO 9001.

The audit corresponding to ISO 22320 has also involved carrying out several simulations of activation of the multiple alarm procedure.

During this exercise, an episode of heavy rains that flooded inhabited areas in various regions of Bizkaia was simulated, making it necessary to prioritise the necessary interventions.



# 3. Sustainability strategy



In 2021, the General-Directorate for Emergencies carried out a process of strategic reflection together with its stakeholders in order to define the first sustainability strategy for the emergency service of the Bizkaia Provincial Council.

The final result was the definition of the 2022-2024 Sustainability Strategy for the emergency service, which contemplates twelve actions structured around three pillars: ecology, society and prosperity.

The design of these new systemic projects not only aims to resolve operational situations (such as environmental impact or public awareness), but also to have a profound impact involving a cultural change to the organisation based on sustainability.

This strategy aspires to build new leadership and systems of relationships between people in the service, opening up spaces for dialogue and fostering internal participation in project decision-making.

The actions proposed in the strategy will serve to strengthen socially responsible public purchasing, promoting open innovation. The strategy also seeks to contribute to the transparency of the organisation and emphasise the importance of the three-way balance of accountability, measuring the return on investment also from a social and environmental perspective.

The plan is structured around three pillars: ecology, prosperity and society.

| FOCUS          | ACTION                                                                                  |
|----------------|-----------------------------------------------------------------------------------------|
| 1 - ECOLOGY    | 1.1. Limit the environmental impact of interventions                                    |
|                | 1.2. Developing the training area of the future                                         |
|                | 1.3. Moving towards sustainable mobility                                                |
|                | 1.4. Improve the efficiency of our stations                                             |
|                | 1.5. Mitigate the impact of CO2 generation                                              |
| 2 - PROSPERITY | 2.1. Consolidate participation in open innovation projects                              |
|                | 2.2. Promote a sustainable purchasing policy                                            |
|                | 2.3. Release relevant information in Open Data                                          |
| 3 - SOCIETY    | 3.1. Promote citizen awareness                                                          |
|                | 3.2. Promote operational prevention                                                     |
|                | 3.3. Implement the new Provincial Emergency Plan of the Historical Territory of Bizkaia |
|                | 3.4. Improve the detection of and response to risk situations with vulnerable groups    |
|                | 3.5. Promote equality in the SPEIS                                                      |

The plan covers the period from 2022 to 2024. During 2023, coinciding with the halfway point of the period, an assessment of the extent to which the planned actions have been carried out was conducted. The following pages explain in detail to what extent the plan has been implemented and the actions planned before its completion.

### 3.1. Ecology

The ecology pillar proposes the carrying out of projects in the environmental field, rethinking the activities of the service so that they have the least environmental impact.

| FOCUS       | ACTION                                               | SITUATION                                                                                                                                                                                                             |
|-------------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 - ECOLOGY | 1.1. Limit the environmental impact of interventions | IN PROGRESS. Operational procedures have been reviewed and changes have been made to them. Training for managers is pending.                                                                                          |
|             | 1.2. Developing the training area of the future      | COMPLETED. The analysis has been carried out and the project for the training area has been defined and the first actions have been carried out.                                                                      |
|             | 1.3. Moving towards sustainable mobility             | IN PROGRESS. Most of the actions planned have been carried out. During 2024, progress will continue to be made towards decarbonisation and consumption figures need to be published in order to complete the process. |
|             | 1.4. Improve the efficiency of our stations          | IN PROGRESS. Environmental audits have been carried out and some improvement actions have been implemented. Other actions, communication campaigns, and the presentation of consumption data are still pending.       |
|             | 1.5. Mitigate the impact of CO2 generation           | COMPLETED. Tree planting at the Arratzu station in a forest plot in Encartaciones.                                                                                                                                    |

The progress made on each of the actions is explained in detail below.

#### 3.1.1. Limit the environmental impact of interventions

The SPEIS carries out several thousand interventions annually, including emergencies with a potentially high environmental impact, such as industrial fires, forest fires, traffic accidents, or accidents involving dangerous goods, etc.

The immediate reactions of the first responders, as well as the intervention approach taken by the managers, can have a major impact on the final damage, including environmental damage.

With this factor in mind, in the 1990s the SPEIS, together with other services, initiated a project financed by the European Commission, called Life, for the training of managers in the areas of forest fires and interventions with dangerous goods.

The 2022-2024 sustainability strategy proposed to recover and update the proposal of the Life project, implementing the following aspects:

- Training of all managers on intervention guidelines to minimise environmental damage; this was not possible due to the multi-year planning of job training and the fact that all training hours were already allocated. It will be included as an input for the next training plan.

- Training for all managers to increase energy savings and efficiency; this could not be implemented for the same reason mentioned above.
- Review of operating procedures to explicitly include the environmental impact variable as part of the service's actions and minimise their impact; the intervention procedures with the greatest potential impact have been reviewed. Among other changes, this has made it possible to replace the service's main multi-expansion foam concentrate with a biodegradable one that has a much lower environmental impact.

### **3.1.2. Developing the training area of the future**

The SPEIS has a training area for theoretical and practical fire protection training located in the municipality of Ispaster. The training area, inaugurated in 1999, is equipped with the necessary resources and facilities to simulate the most demanding indoor fire training situations, and is used by SPEIS personnel to carry out their regular training.

As part of the 2022-2024 sustainability strategy, its remodelling and modernisation has been undertaken, creating a workspace for reflection on the next steps and objectives to be met by this centre dedicated to fire protection training, which is a reference point in Spain, including operational challenges and environmental requirements as part of this reflection process.

This action, which has been completed, included:

- Analysis of present and future training and operational needs, for the progressive design and implementation of a suitable training area.
- Workshop with expert instructors
- Benchmarking with international leading training areas.
- Drawing up the project for the development of the training area including the sustainability variable.
- First phase of work to refurbish and modernise the training area.
- Ensuring regulatory compliance of the training area.

As will be seen in Chapter 4 - Investments, the basic project has been drawn up and the actions corresponding to the first phase are being implemented. In the coming years, and a part of the next strategic cycle, the remaining phases will be tackled to complete the renovation of the training area.

### **3.1.3. Moving towards sustainable mobility**

As mentioned above, the SPEIS vehicle fleet currently consists of 63 heavy vehicles and 37 light vehicles. These vehicles are essential to fulfil the service's mission, but they inevitably have an environmental impact. In recent years, the concept of sustainable mobility has gained momentum, including all those actions aimed at minimising this impact.

This action proposed:

- Analysing the mobility patterns of the service's staff and fleet. This was carried out and the results were incorporated into the decision-making process.
- Carrying out long-term planning for the renewal of the SPEIS vehicle fleet.
- Progressive decarbonisation of the fleet. Acquisition of hybrid or electric vehicles while maintaining the adequate operation of the service.
- Installing electric vehicle charging points at all SPEIS facilities.
- Promoting sustainable mobility among staff.
- Consumption control.
- Publishing consumption inventories in the first quarter of the year.

Most of the actions planned have been carried out. In 2023, an analysis of mobility patterns was addressed through a survey conducted among all staff and the results were incorporated into the decision-making process. A fleet renewal plan has been prepared up until 2030, incorporating the decarbonisation of the fleet, especially light vehicles. Charging points for electric vehicles have been installed at all stations and the first two electric vehicles have been purchased.

During 2024, decarbonisation will continue (the purchase of two more electric vehicles is planned) and consumption figures are yet to be published before the process can be considered complete.

#### **3.1.4. Improve the efficiency of our stations**

This project consists of implementing initiatives to first measure and then reduce the negative impacts of the stations. It involves the participation of the people in the service, and serves as a guiding thread for the activities to be carried out by the service in the following three strategic areas:

- Improved water management
- Improved waste management
- Improved energy management

This action included:

- Launching an environmental audit with objective data on the impacts we have at each station.
- Consumption control and providing a metering element with the capacity for remote metering and recording and transmission the load curve in periods of less than one hour.
- Publishing consumption inventories in the first quarter of the year.

- Reviewing and completing station management procedures including a focus on sustainability.
- Implementation of changes and investments to implement the findings of environmental audits.
- Closure of the project by presenting objective data on the improvements implemented as well as an internal awareness campaign and an external communication campaign.



In recent years, environmental audits have been carried out at all SPEIS stations alongside consumption control.

The main area for improvement detected has been the possibility of generating electricity through photovoltaic solar panels, which was addressed and completed during 2023 as explained in Chapter 4 - Investments. In addition, other possibilities for improvement in lighting, plumbing, etc. have been identified and are being progressively addressed as the facilities are renovated.

In 2024, the remaining milestones relating to station management procedures and awareness and communication will be addressed.

### **3.1.5. - Mitigate the impact of CO<sub>2</sub> generation**

This complements Action 1.3. as the generation of CO<sub>2</sub> in the stations cannot be completely eliminated. An offsetting measure was put in place, which consists of planting trees to act as a carbon sink.

To this end, two tree planting projects have been carried out, one in the new Arratzu station and the other in a 3,200 m<sup>2</sup> plot in the municipality of Abanto and Ciérvana - Abanto Zierbena.

This second planting project was carried out on 11 March in the form of a tree planting day with staff from the service and their families, with the complementary aim of enhancing our awareness of sustainability. Different types of hardwood trees were planted with the help of people from the Provincial Mountains Service and the provincial public company Basalan.

## 3.2. Prosperity

The prosperity pillar proposes promoting organisational and economic projects related to open innovation, responsible purchasing and transparency. In addition, at the suggestion of the extended team that participated in the elaboration of the strategy, an action is included to promote citizen awareness.

| FOCUS          | ACTION                                                     | SITUATION                                                                                                                                                                                                                                |
|----------------|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 - PROSPERITY | 2.1. Consolidate participation in open innovation projects | COMPLETED. During 2023 the pilot project was completed in one BUP (B3) with the changes implemented in the project the previous year. Integration into the intervention management application will take place at the beginning of 2024. |
|                | 2.2. Promote a sustainable purchasing policy               | IN PROGRESS. In 2022, SPEIS purchasing patterns were analysed. In 2023, no progress was made in this area, mainly due to the limited scope allowed by public procurement regulations.                                                    |
|                | 2.3. Release relevant information in Open Data             | COMPLETED. The data on the interventions are available in Open Data Bizkaia and are updated quarterly.                                                                                                                                   |

### 3.2.1. Consolidate participation in open innovation projects

In recent years, the service has been working on the integration and development of new technological projects to improve the interventions of the provincial emergency services and facilitate their management. And this is all carried out in a context of open innovation where the team's reflection on the need to innovate in their processes or activities has been encouraged, identifying spaces for improvement and change to take advantage of the opportunities offered by the new digital reality.

For this purpose, ongoing collaboration with companies and organisations that generate knowledge, as well as with other emergency services, is of vital importance so that together we can develop a technological offer (GOVTECH, government technologies) that addresses the actual needs of the emergency services in three fundamental areas: operational, preventive, and service management:

- Operational Area: Provide the service with the appropriate tools (hardware and software) to be able to carry out the tasks of command, management, and

improvement of personnel safety, with all the information from the Emergency Management System (IPSIGE).

- Prevention and Research Area: Create new aids for SPEIS prevention and planning that contribute to the new expectations that arise due to new technologies.
- Management Area: Analyse the different advanced material and equipment control systems (RFID or other technologies) to optimise the management of the warehouse, the vehicles and materials it houses, the orders, and the necessary maintenance.

In this regard, the service has made significant progress in integrating and developing new technological projects to improve the service's interventions and facilitate its management, some of them in collaboration with start-ups.

In this regard, during 2023, the pilot project carried out on the Artaza B3 heavy urban pump vehicle continued in order to obtain logistical control of the cab equipment, real-time communication of the identifiers of the people in the cab of the truck, and the truck's entry and exit records that must be recorded in the SPEIS's proprietary emergency management software (IpSige).

As a next step, new open innovation projects have begun in areas with greater potential in the public service, such as the use of big data for isochron adjustment or the digitalisation of processes in the logistics unit of the SPEIS.

### **3.2.2. Promote a sustainable purchasing policy**

The service has an annual budget of over €36 million. Of the total, €5 million is allocated to expenditure and investments. The way in which this spending is carried out can have a significant impact on the local economy.

The 2022-2024 sustainability strategy provided for the implementation of a new procurement procedure that includes sustainability criteria (environmental, equity, impact on the local economy, etc.) at all stages.

This action included:

- Review of the recruitment process within the SPEIS.
- Development and implementation of a new procurement procedure, boosting the local economy.
- Training on the 2030 Agenda for people with responsibility in procurement processes.
- Inclusion of sections encouraging and promoting energy efficiency in tenders.

A review of the procurement process and an initial analysis of the origin of suppliers and the impact of our purchases was carried out, but it has not been possible to implement any changes, mainly due to the very strict regulatory framework with little scope for proposing alternative approaches.

### 3.2.3. Release relevant information in Open Data

Open Data is a philosophy that promotes the availability of data held by the administration for the public, freely, in reusable formats and without restrictions regarding its conditions of use.

*Open Data Bizkaia* is the service that publishes the information managed by the Provincial Council and Public Administrations of Bizkaia, in the form of raw data; that is, original data that is created, compiled or obtained from any source and that have not been interpreted. They are offered in digital, standardised and open formats, following a clear structure that allows their understanding and consumption, making it possible to generate products or services from them.

This action aimed to release all data relating to SPEIS interventions, facilitating their use by researchers, the media, social groups, and the general public, and included:

- Analysing the data set resulting from SPEIS interventions, assessing the public interest and the applicable regulations.
- Generating a public dataset and incorporating it into Open Data Bizkaia.

Since 2022, in collaboration with the Directorate of Good Governance and Transparency, the SPEIS published the main information for the interventions attended in Open Data. They are available at [www.opendatabizkaia.eus](http://www.opendatabizkaia.eus) and are updated quarterly.

## 3.3. Society

The society pillar seeks to promote the development of people and communities to help achieve an adequate and equitable global quality of life, promoting their involvement to contribute to the society of which they are a part today.

| FOCUS       | ACTION                                                                                  | SITUATION                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 - SOCIETY | 3.1. Promote citizen awareness                                                          | IN PROGRESS. During 2022, 10,000 minors and their families have been reached through the stand in the Christmas Children's Park (BEC), prevention brochures and guidelines for action in domestic fires have been distributed, talks have been given in educational centres and collaboration has been carried out with the Arkaute Police and Emergency Academy in the training of new Ertzaintza agents and local police officers. |
|             | 3.2. Promote operational prevention                                                     | Planned for 2023-2024.                                                                                                                                                                                                                                                                                                                                                                                                               |
|             | 3.3. Implement the new Provincial Emergency Plan of the Historical Territory of Bizkaia | COMPLETED. The new Provincial Plan has been drafted, approved, published and implemented. The new advisory council has been set up and its data has been incorporated into Bizkaia Prest. Three simulations of catastrophic situations and the deployment of the PFETHB application have been carried out so that the members of the advisory council (members and substitutes) are familiar with the tool and their                 |

|  |                                                                                      |                                                                                                    |
|--|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
|  |                                                                                      | responsibilities.                                                                                  |
|  | 3.4. Improve the detection of and response to risk situations with vulnerable groups | COMPLETED. Planned for 2023. This will be addressed together with the Department of Social Action. |
|  | 3.5. Promote equality in the SPEIS                                                   | IN PROGRESS. Planned for 2023-2024.                                                                |

### 3.3.1. Promote citizen awareness

For the SPEIS, emergencies, claims, and accidents are part of everyday life, but all too often we see incidents that could be resolved in some way end with a fatality due to a lack of knowledge on the part of the people affected. Sometimes these people not only fail to take measures to reduce a risk, but unconsciously do the opposite, causing more damage and casualties in their immediate surroundings.

A society that is aware and knowledgeable of the risks at hand, as well as the guidelines for behaviour in the event of an incident, is a highly modern, safe, and self-sufficient society.

This knowledge allows people to have a preventive attitude on a day-to-day basis, avoiding most incidents before they occur. Even if prevention fails, in the event of an incident, a citizen with this training may be able to prevent an incident from turning into an accident and, more importantly, will have the tools to save their own life and the lives of their loved ones.

This outcome, in addition to the obvious improvement in public safety, enables more effective and safer intervention by firefighters, reducing casualties and damage to both property and the environment.

Although a zero accident rate is a utopian goal, getting closer to it is a matter of hard work.

In this regard, this action includes:

- Analysing the groups for which awareness-raising campaigns can have the greatest impact.
- Promoting campaigns for the installation of smoke detectors in homes and for fire prevention, seeking strategic alliances with other stakeholders.
- Enhancing the travelling classroom (dissemination of accident and emergency prevention).
- Introducing to schools the content of the BFireSafe@school project, a European project that has led to the development of educational content and teaching videos on fire protection, aimed at secondary school pupils.

### 3.3.2. Promote operational prevention

There are many factors to take into account in order to achieve the best possible intervention in an emergency. The appropriate vehicles, tools, and protective equipment must be available, but none of this is really useful if the responders do not have the right knowledge.

Starting with knowledge of the area, in order to reach the location by the best possible route and to do so as soon as possible. Coordination with other emergency services in order to speed up and overcome possible complications along the way. Being aware of the various establishments with special risks or vulnerabilities, because working in a familiar environment is always more beneficial than working in an unknown one. Knowledge of working procedures, the aim of which is to ensure that the intervention is carried out efficiently. In addition to knowledge of the handling of the different tools at their disposal or other important information such as that relating to the water network, etc.

The process of acquiring and applying this knowledge forms part of operational prevention. Tasks, manoeuvres, routes, visits, reviews, or checks that help the intervening personnel to feel safe and confident when establishing the tactics and techniques to deal with an incident and to resolve it in the most efficient way, optimising the consumption of both material and human resources.

Promoting operational prevention carried out by relief teams is vital for an emergency service, as its success rate largely depends on them.

This action includes:

- Analysing, together with the staff and social agents in the vicinity of each station, the vulnerabilities and possible operational prevention actions with the tools currently available.
- Implementing an operational prevention procedure that includes criteria for the organisation and execution of daily actions (visits to at-risk and vulnerable facilities, accessibility in urban environments, routes, water supply facilities, etc.).
- Developing new operational prevention tools.

### 3.3.3. Implement the new Provincial Emergency Plan of the Historical Territory of Bizkaia

The Provincial Emergency Plan (PFETHB) was drawn up to foresee, prevent, and deal with general emergencies of a catastrophic nature affecting people, property, and the environment that may arise in the Historical Territory of Bizkaia and establishes the organisation of the services and resources assigned to civil protection situations.

When the 2022-2024 strategy was given the green light, Bizkaia had a PFETHB that was approved in 2010. For this reason, a review and updating process was included to provide a service to the municipalities of Bizkaia, thereby facilitating a tool for responding to extraordinary emergencies.

This action included:

- Review of the Provincial Plan in force and drafting of an update.

- Implementation of the new PFETHB.
- Monitoring its effectiveness with city councils, especially the smaller ones.

In 2023, the implementation of the new PFETHB was fully completed, training the new members of the crisis committee following the May elections and holding three informative talks to which all the municipalities in the territory were invited.

#### **3.3.4. Improve the detection of and response to risk situations with vulnerable groups**

Every year, one of the most frequent interventions by the SPEIS is entering homes with at-risk individuals. These are often people who are vulnerable due to economic conditions, isolation, health problems, etc. The most obvious situations are reported and referred to the corresponding social services, but there could be others that are not so apparent and go unnoticed.

For this reason, a strategy was proposed together with the Department of Social Action to develop a procedure to detect situations of vulnerability in the population and report them to the social services.

This action included:

- Discussing with the Department of Social Action and the municipal social services to identify what their needs are in order to detect and disclose situations of vulnerability.
- Developing an operational procedure for detecting situations of vulnerability among the population and reporting them to the social services.
- Training and awareness raising for managers.

During 2023, all the milestones set for this action were achieved. Initial training was given to all deputy inspectors and officers by the Provincial Social Emergency Service (SFUS), which enabled the subsequent development and approval of a procedure for the activation of the SFUS. Lastly, all SPEIS managers (corporals, sergeants, deputy inspectors, and officers) received training on this new procedure.

#### **3.3.5. Promote equality in the SPEIS**

People are the main focus of the service, and the 2022-2024 strategy is committed to making SPEIS a leader in terms of equality. To this end, this action included:

- Analysing the breakdown of the people who form part of the SPEIS and the equality gap.
- Carrying out internal training and awareness-raising actions.
- Encouraging the inclusion of people with backgrounds in professional occupations and vocational training.
- Launching a communication campaign from the service at the beginning of the Public Employment Offers, with the aim of making new roles visible and increasing the number of female applications.

During 2023, the decision was made to tackle this challenge with a specific equality plan for the SPEIS, taking into account this group's particular characteristics. To this end, a working group was set up, which began with an analysis of the equality gap. In particular, a detailed overview of all the competitive examinations for the operational categories of the SPEIS has been carried out, including the trends in the numbers of applicants, successful candidates, and those eventually selected. This analysis will serve as a basis for drawing up the specific equality plan for 2024.

The planned communication campaign has also been developed. Starring a female SPEIS member, the campaign sought to highlight new roles and the importance of teamwork in the profession. The main aim of this campaign is to increase the number of female applications in the selection processes.



## 4. Investments



In 2023, the Directorate-General for Emergencies had a budget of €3,296,680 for investment. The most important investments are detailed in this section.

## 4.1. Buildings

In 2023, various improvements were carried out at SPEIS stations and the first steps have been taken towards the comprehensive renovation of the Ispaster training station.

### 4.1.1. Works in stations

In 2023, solar photovoltaic plants were installed in the eight SPEIS stations as part of the 2022-2024 sustainability strategy. The total cost was €506,600.33.

In the Urioste station, the 2nd phase of the comprehensive refurbishment of the station has been completed, completely renovating and redistributing the ground and first floors. All the control offices have been upgraded, two new training classrooms have been created and the partitioning between the station's clean and dirty areas has been improved.

In addition, the ground floor of the office building has been completely renovated to meet the current needs of the service.

The gyms at the Urioste and Basauri stations have been completely renovated.

The installation of roofs for machinery in the Iurreta and Derio stations has been completed.

The training tower has been built at the Derio station, so that all the stations now have their own training tower. The training tower at the Iurreta station has also been refurbished.

In addition, the training classroom at the Basauri station has been completely renovated.

In addition, other repair works, energy efficiency and safety improvements have been carried out in various stations for the following amounts:

| Station | Amount      |
|---------|-------------|
| Urioste | €105,076.91 |
| Basauri | €56,255.54  |
| Artaza  | €9,006.1    |
| Iurreta | €65,283.39  |
| Arratzu | €452.54     |
| Markina | €1,556.46   |
| Derio   | €56,353.56  |

### 4.1.2. Ispaster Berria Project

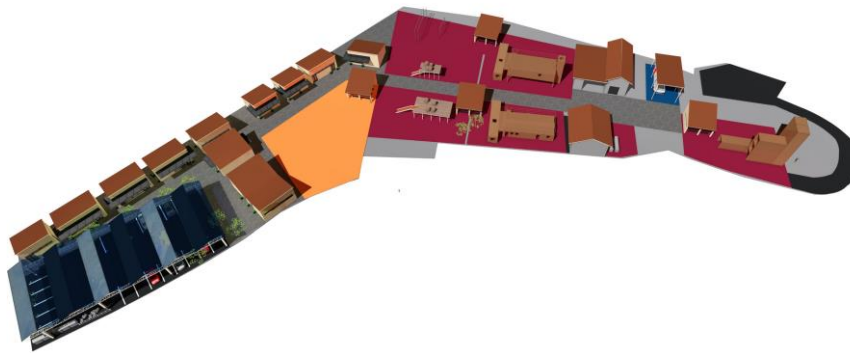
The Ispaster training area, inaugurated in 1998, was a major milestone for the Bizkaia Provincial Council's SPEIS, which has remained a leading centre for structural fire training for the last 25 years.

Having realistic fire training facilities represented a qualitative leap in firefighter training. Training under conditions close to those of a real fire intervention resulted in a higher level of safety in intervention and an increase in the quality of the service provided to the public.

The level of knowledge in the field of structural fires has advanced significantly in the last decade thanks to scientific research studies, with the aim of reducing accidents and occupational diseases among firefighters:

- The need to treat dirt and fire debris as a contaminant has changed the ways of working in interventions and training areas.
- Intervention techniques have changed, giving priority to ventilation control and offensive operations carried out from outside the intervention area.

In 2022, as part of the SPEIS sustainability strategy, a process of benchmarking and strategic reflection on the future of the training area was carried out, which resulted in a proposal for the comprehensive renovation of said area.



During 2023, the basic project was drafted, which will allow the renovation to be carried out over several years. In addition, basic infrastructure works have begun, such as the spill collector and the stabilisation of the slope on which the south-western sector of the area is located.

## 4.2. Vehicles

Three vehicles have been acquired in 2023: one heavy forestry pump vehicle and two light electric vehicles.

### 4.2.1. Heavy forestry pump

In 2023, a heavy forestry pumper was acquired from the Rosenbauer brand for an amount of €429,550.

This is a heavy forestry truck on a Unimog U5023 4X4 chassis with a Mercedes-Benz OM934 engine. Its all-terrain characteristics allow it to access difficult to reach places, where forest fires usually occur, providing ground support to the forestry units and firefighters using the extinguishing system. As a secondary activity, it provides support in tackling incidents in rural areas.

This new all-wheel-drive vehicle has a three-person cab with a compressed breathing air system in case of high-risk situations for the occupants. Equipped with a tank made of glass-fibre reinforced plastic with a capacity of 4,000 litres (500 litres reserved for self-protection), its combined pressure pump reaches up to 3,500 litres per minute at 10 bar and 400 litres per minute at 40 bar. At 6.3 metres long, it weighs 14,300 kilos and has a power output of 231 hp.



Equipped with an external rollover protection structure, it has a rollover risk warning system that provides acoustic signals and visual warnings from a screen in the cab. It also has fireproof screens for thermal insulation in extreme and unexpected situations, such as possible entrapment, and a self-protection system that sprays water through sprinklers, protecting the cab and underbody of the vehicle in the event of fire. The water, coming from a dedicated compartment in the tank, is delivered by an electric pump with controls accessible in the cab and on the pump panel. The response time of the thermal system is less than 20 seconds, providing protection for at least five minutes (through combined use of both circuits).

#### 4.2.2. Light electric vehicles

The first two 100% electric vehicles to be used by the provincial fire brigades for personnel transport and management tasks have also been incorporated. They will be assigned to the Urioste and Iurreta stations. The total cost of the contract was €82,038.00 (VAT included).

### 4.3. Equipment

During 2023, the purchase of new equipment was carried out to renew or improve various operating capacities. The following pages list some of the most relevant improvements.

#### Turnout gear

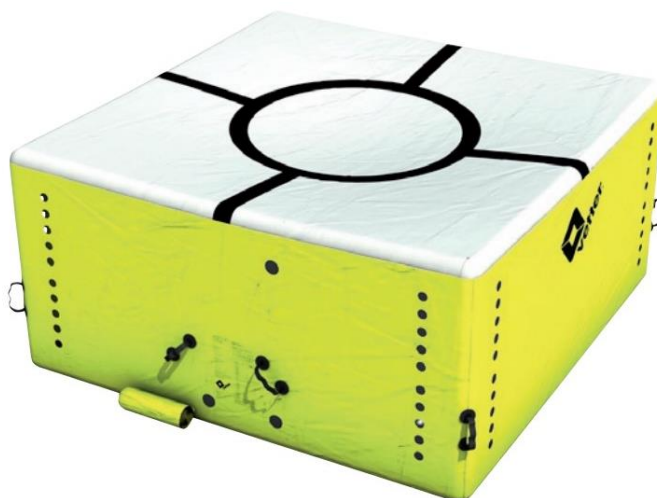
A total of 85 structural firefighting suits have been acquired to replace the most deteriorated equipment according to the manufacturer's annual assessment, and to replace the previous reserve suits with the current SPEIS model.

In addition, technical rescue suits have been purchased to ensure a full replacement of equipment for each worker, intervention boots, flame retardant thermal underwear, work clothes, transport bags, and protection suits for Asian bees and wasps.

The total tender price was €338,815 plus VAT.

#### Rescue mattress

An additional rescue mattress, identical to the one already available to the SPEIS, has been acquired in order to geographically distribute suicide attempt interventions, improve response times, and have backup equipment available during incidents and scheduled preventive maintenance.



It is a Vetter SP25 mattress, which can be assembled by two people, is ready for use in 45 seconds, and can be used for rescues up to 25 m high. The cost was €17,600 plus VAT. It is located in the Urioste station.

#### Semi-automatic external defibrillators

The semi-automatic external defibrillators (DESAs) of the SPEIS have been renewed, doubling the number of devices. Until now, each station had a DESA located in the first response BUP, and a second defibrillator per station has been introduced in the MENDI medical backpack to ensure that this equipment is available for interventions where it may be necessary to provide care to people.

In total, 16 iPad CU - SPR model DESAs and a training defibrillator were purchased for the group of healthcare instructors, at a cost of €14,800 plus VAT.

### Stability controller

As part of the strategy to improve the equipment available for BREC interventions (search and rescue in collapsed structures), a stability controller has been acquired that detects the movements in the structure of an unstable building. It allows continuous laser monitoring of the detected movements and presents the variations for real-time monitoring.



A set with two leader SENTRY controllers has been purchased, which can detect a 2 mm structure movement at a distance of 50 m and allows teams intervening in structural fires or BREC scenarios, among others, to be alerted by a visual and audible alarm (105 dB) when a structure movement is detected. The acquisition cost was €14,300 plus VAT and it will enter service in spring 2024.



### Emergency entry case

The emergency opening and tools working group, made up of SPEIS firefighters and corporals, has designed a new case for emergency entries enabling the techniques used in these interventions to be updated, which are interventions that are most likely to involve multiple victims. The case, intuitively divided into three levels, includes a battery-powered straight grinder, locksmith tools (including several tools designed by the SPEIS instructors

themselves), and spare material to be able to replace the cylinder lock once after gaining access to the home, thereby avoiding additional stress for the people who receive assistance.

These cases have been introduced at all SPEIS stations.

#### **Bullard TXS thermal imaging cameras**

The renewal process of SPEIS thermal cameras has been ongoing. In particular, the oldest thermal cameras of the strike teams in the Urioste and Artaza stations have been replaced. Two Bullard TXS cameras have been purchased at a cost of €8,000 + VAT.

#### **Personal thermal cameras**

In 2022, the implementation of personal thermal cameras began for personnel with hot zone assignments as an extra self-protection measure. In 2023, 18 more SEEK FirePRO 300 cameras were purchased and distributed among the eight SPEIS stations.

These cameras, in addition to those already available, allow all on-duty personnel except those performing supply/pump duties to have a thermal camera in their own SCBA.

The cost was €19,500 plus VAT.

#### **Multi-purpose shelter**

SPEIS has incorporated a RapidSHELTER 50/7 outdoor multi-purpose shelter. This equipment is easy to transport and will allow the advanced command post to be expanded, creating a new annex space. In addition, it can be used for logistical support tasks and training in natural environments, among other scenarios. The cost was €12,500 plus VAT.

#### **Lighting improvements**

Ten X75 torches have been purchased at a cost of €4,700 plus VAT in order to renew damaged equipment and improve the lighting capacity of all the stations for night-time interventions. These 80,000-lumen torches have a beam that reaches a distance of 1,150 metres.

#### **Variable flow nozzles and water intake columns**

Throughout the year, work has been carried out on the homogenisation of hydraulic installation materials. As part of this process, 11 Akron Turbojet variable flow nozzles have been purchased for €11,100 plus VAT. Thirty water intake columns have also been purchased (€12,600 plus VAT), which will standardise the columns used in the water vehicles (BUP and BNP), also reducing the number of columns needed to ensure operability for different types of water points.

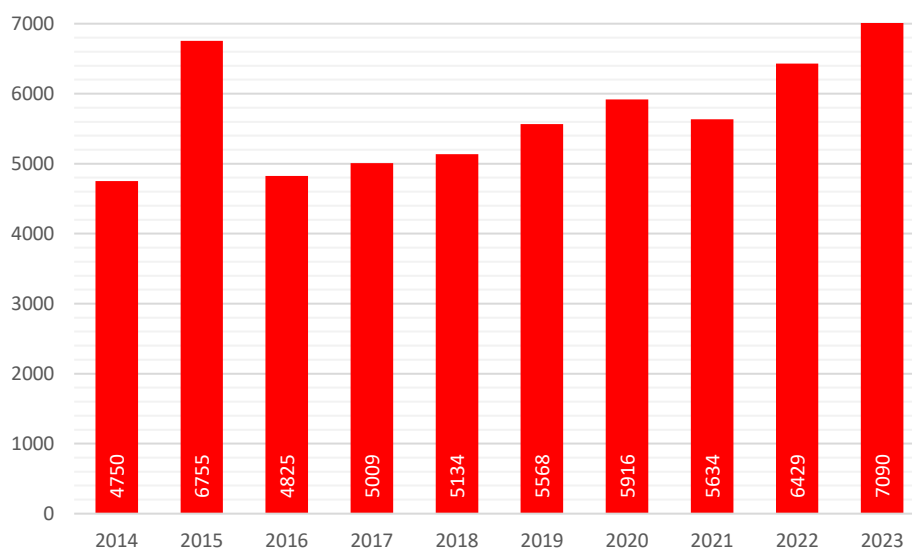
## 5. Interventions



## 5.1. Key data

During 2023, the total number of call-outs made by the Bizkaia Fire Prevention, Extinction and Rescue Service rose to 7,090, compared to the 6,429 made in 2022 (which represents an increase of 10.2%).

This is the year with the most call-outs recorded in the SPEIS, surpassing even 2015, when the arrival of the Asian hornet (*Vespa velutina*) generated an extraordinary number of interventions until a work protocol was agreed between town councils and the DFB.



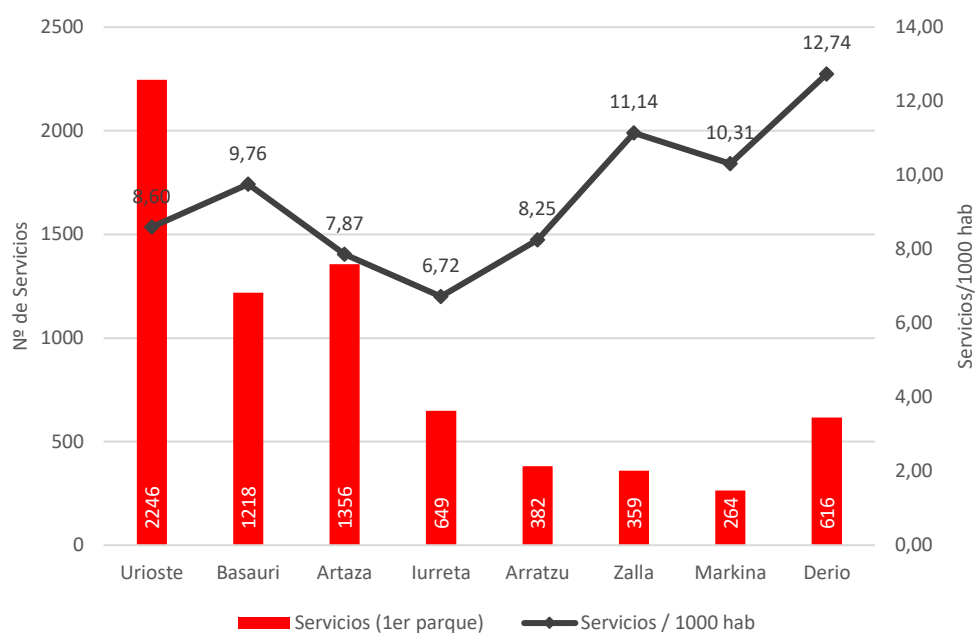
Graph 1 - Call-outs per year (2014-2023)

In 2023, the station with the highest number of first response call-outs was Urioste (2,246 call-outs, 31.7% of total call-outs), followed by Artaza (1,356 call-outs) and Basauri (1,218 call-outs). The station with the fewest call-outs was Markina-Xemein (264). All the stations have seen an increase in the number of call-outs compared to the previous year.

The stations are distributed throughout the historical territory with the main objective of keeping the isochrones (response time curves) as well balanced as possible, which means that there are large differences for each station in terms of the population served in first response.

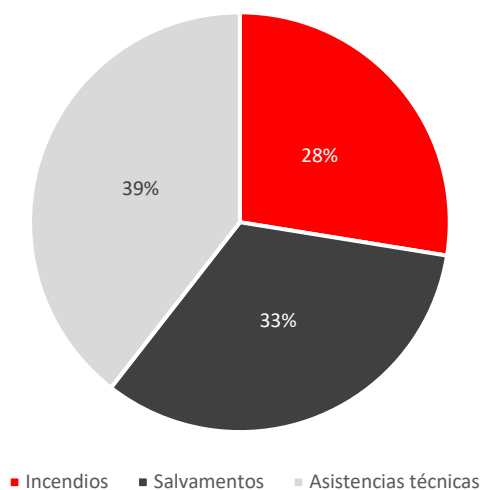
For this reason, although there is a great difference in the call-outs carried out by the largest stations compared to the smallest, the call-outs from each station per 1,000 inhabitants show a greater proportionality.

In this regard, during 2023, large stations recorded between 6.5 and ten call-outs per 1,000 inhabitants, while small stations ranged between eight and 12.75 call-outs per 1,000 inhabitants, approximately.



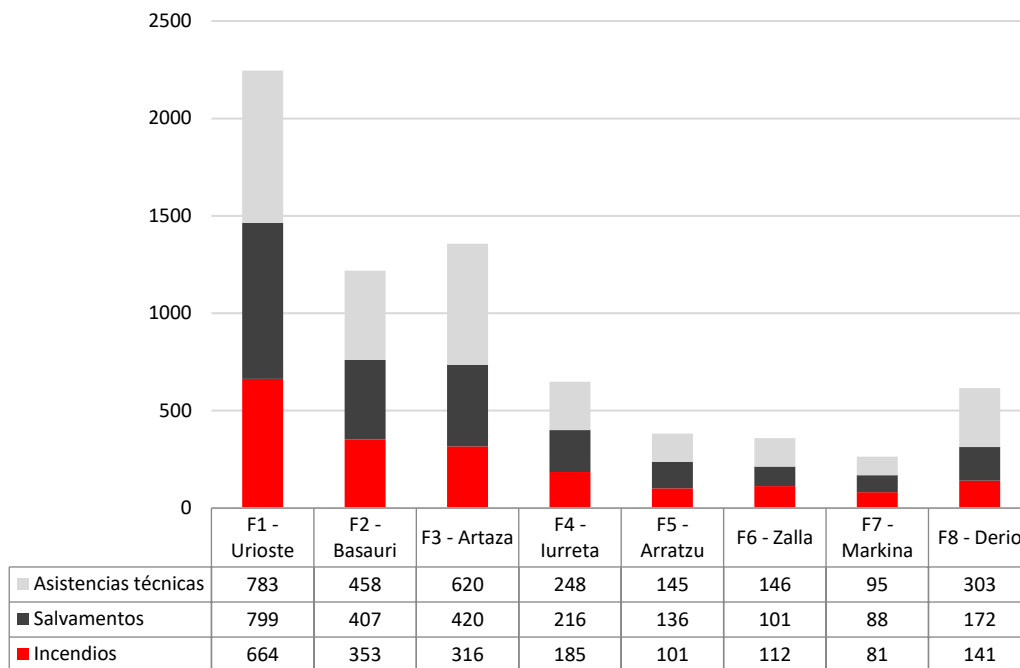
Graph 2 - Services in 2023 by station (total and per 1,000 inhabitants)

In terms of the type of action, in 2023 the call-outs have been distributed in a proportional way: 1,953 fires (28% of the total call-outs), 2,339 rescues (33% of the total), and 2,798 technical assistance interventions (39% of the total).



Graph 3 - Call-outs in 2023 by type (percentage)

-The ratio between the various types of call-outs is repeated, with slight variations, in all the stations. The following graph shows the breakdown of call-outs from each station by type of intervention.



Graph 4 - Call-outs in 2023 by type and station

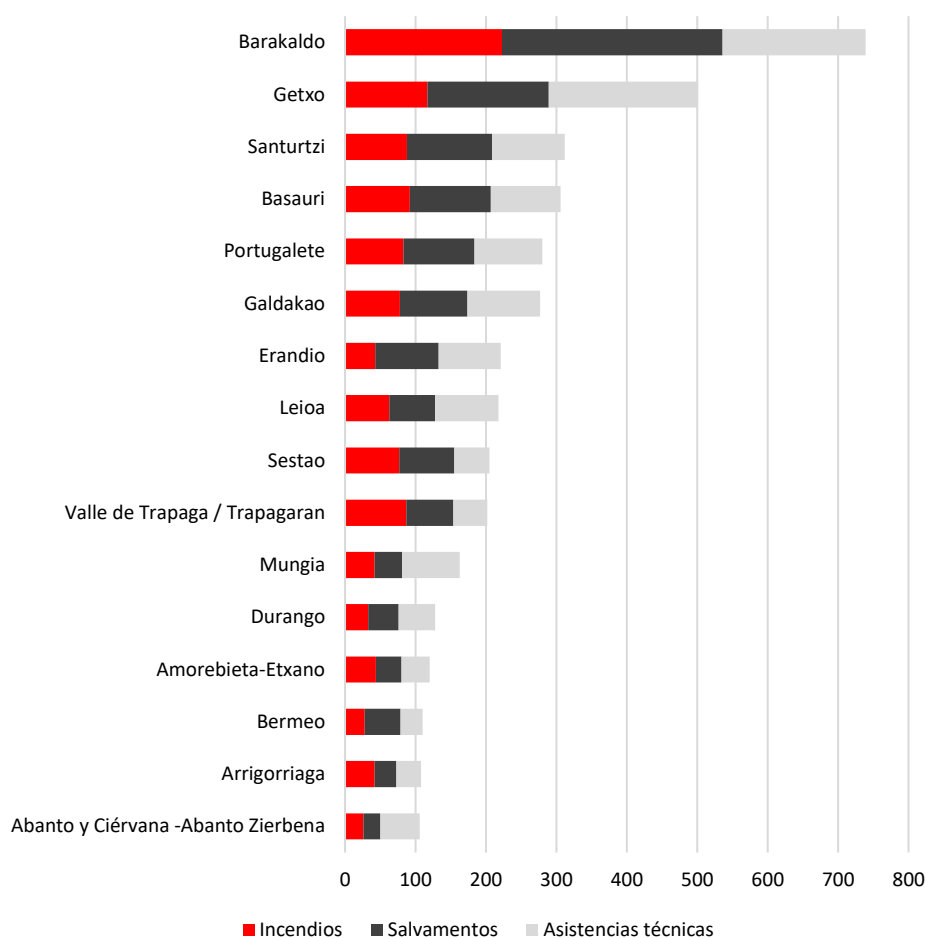
The Derio station has a higher number of call-outs than other stations of its size. As will be seen below, the difference is mainly due to an exceptionally high number of call-outs because of wasp and bee removals.

### Distribution by municipalities

During 2023, the SPEIS has intervened in the 112 municipalities of the Historical Territory of Bizkaia. If we analyse the interventions according to the municipality in which they occurred, we see that the municipalities with the most interventions are, in general terms, the main population centres.

The municipalities in which most services were deployed were Barakaldo (739 call-outs), followed by Getxo (500), Santurtzi (312), Basauri (306), and Portugalete (280). These are the five municipalities with the largest population in the Historical Territory of Bizkaia, excluding Bilbao, which has its own municipal service and is not served by this SPEIS.

The other 11 municipalities that exceeded 100 services were Galdakao, Erandio, Leioa, Sestao, Valle de Trápaga/Trapagaran, Mungia, Durango, Amorebieta-Etxano, Bermeo, Arrigorriaga, and Abanto and Ciérvena/Abanto Zierbena.

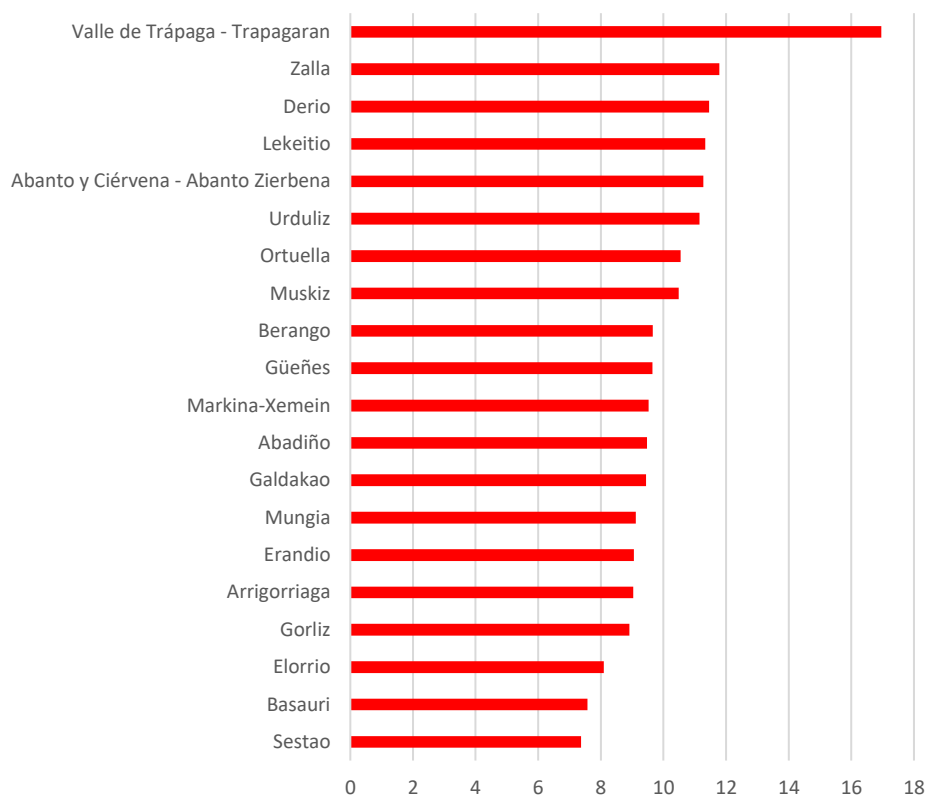


**Graph 5 -** Municipalities of Bizkaia with the highest total for call-outs in 2023

In another 20 municipalities, the number of recorded services has been between 50 and 99. In 49 municipalities, between 10 and 49 call-outs have been made. And in another 27 municipalities, less than 10 call-outs have been made. It should be noted that during 2023 every municipality in Bizkaia recorded at least one intervention. The data broken down by municipality for fires, rescues, and technical assistance can be found in Annex 1.

Regarding the services in relation to the number of inhabitants, the average for the population served was 8.77 services per 1,000 inhabitants.

The 20 municipalities with the highest number of call-outs in relation to their population are reflected in the following graph. It should be noted that municipalities with fewer than 5,000 inhabitants have been omitted, since a small difference in the number of call-outs notably alters their mean and is not representative.



**Graph 6** - Municipalities of Bizkaia with the most call-outs per inhabitant in 2023

Interventions have been carried out in Gipuzkoa (7 call-outs) and Araba (14 call-outs), based on the existing collaboration agreement between the three provincial councils so that citizens are served from the outset by the nearest fire station and fire brigade. In addition, Cantabria has been supported in two interventions at points close to the territorial boundary.

### Services with an intervention vs. services without an intervention

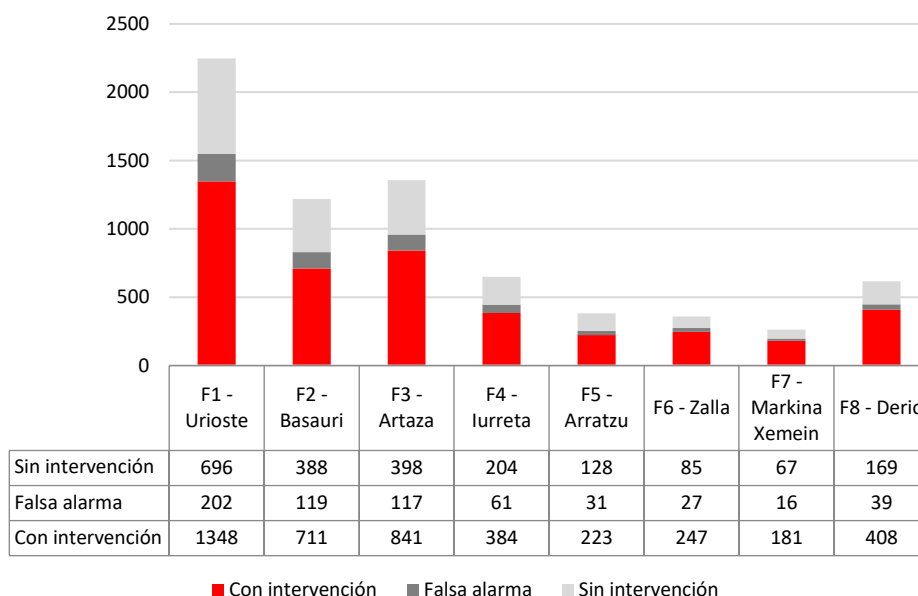
Every time Bizkaia Prest receives an alarm (a request for intervention, usually from 112-SOS Deiak), it mobilises the resources established in accordance with the procedure in place, triggering a service. During 2023, as mentioned above, 7,090 services were triggered, or, in other words, there was a mobilisation of SPEIS resources.

In many cases, these resources often do not arrive at an intervention, either because it was a false alarm (for example, someone saw a column of smoke from a distance, but it turned out to be part of a normal industrial process and not a fire) or because, although the reported situation was genuine, intervention was not necessary (for example, resources are deployed because an older person fell alone inside their house, but relatives with keys arrive before the emergency responders).

Of the 7090 services provided by the SPEIS of Bizkaia, intervention was necessary on 4343 occasions (61.3% of the total).

The data obtained are similar to those obtained from the few services that publish this data. For the London fire service, for example, of the more than 126,000 services triggered in 2023, only 50.19% (63,473) ultimately had an intervention.

The following graph shows a breakdown of the call-outs from each station according to whether they have involved an intervention, whether they were false alarms, or whether intervention was not necessary.

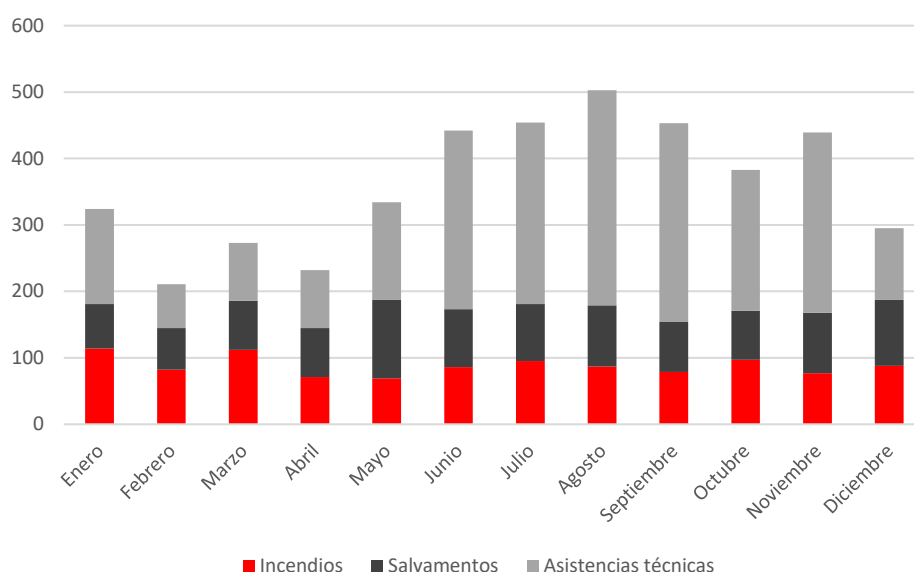


**Graph 7 - Services with or without an intervention**

All data provided in the indicators on the following pages reflect only services with an intervention, unless expressly stated otherwise. Likewise, and to avoid overlapping, interventions are assigned only to the first station that has intervened, without counting again those stations that were mobilised in support.

## Distribution by months

The highest number of interventions have been recorded in the months of summer and early autumn (June-November). The number of fires and rescues remains stable throughout the year, but as can be seen in the following graph, in the summer there is a large increase in technical assistance. This is mainly due to the increase in interventions associated with the removal or neutralisation of Asian hornet nests.

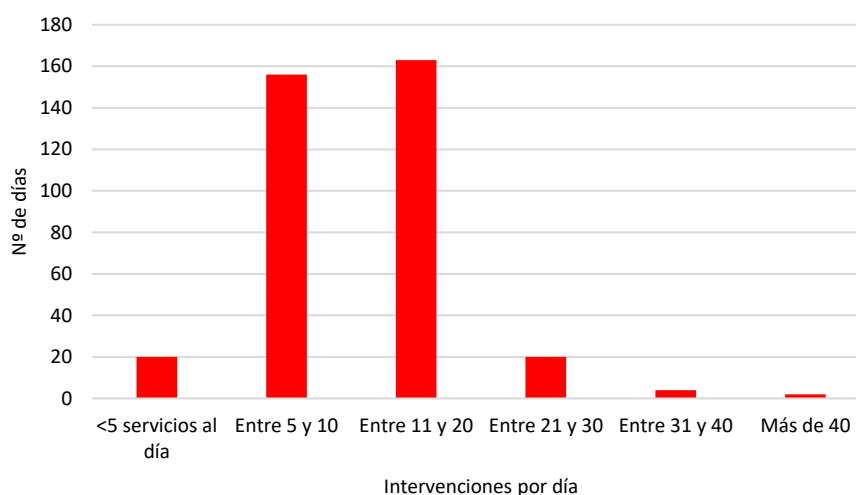


Graph 8 - Interventions in 2023 by month

### Interventions per day

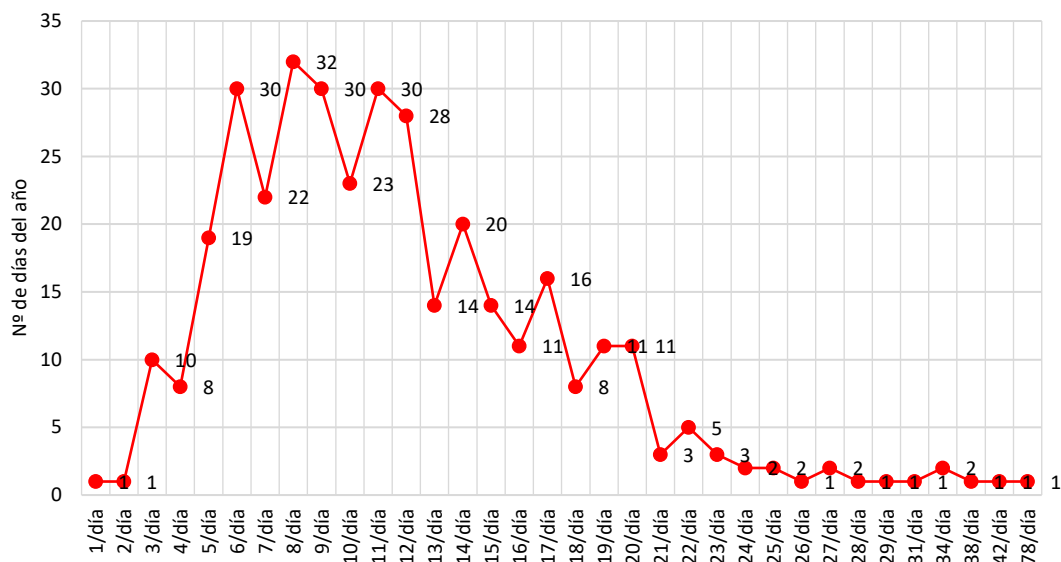
During 2023, on 44.66% of the days of the year (163 days), the SPEIS had an intervention between 11 and 20 times.

Another 156 days (42.74% of days of the year) between five and ten interventions per day have been carried out. There were 20 days with between 21 and 30 interventions, and 20 days with fewer than five interventions. There have only been six days in which more than 30 interventions have been carried out, and of these only two have exceeded 40 call-outs.



Graph 9 - Distribution of the frequency of call-outs per day

The daily average of interventions has been 11.89, and the median (the most repeated number) has been eight interventions per day (32 days in 2023 had this number of interventions).

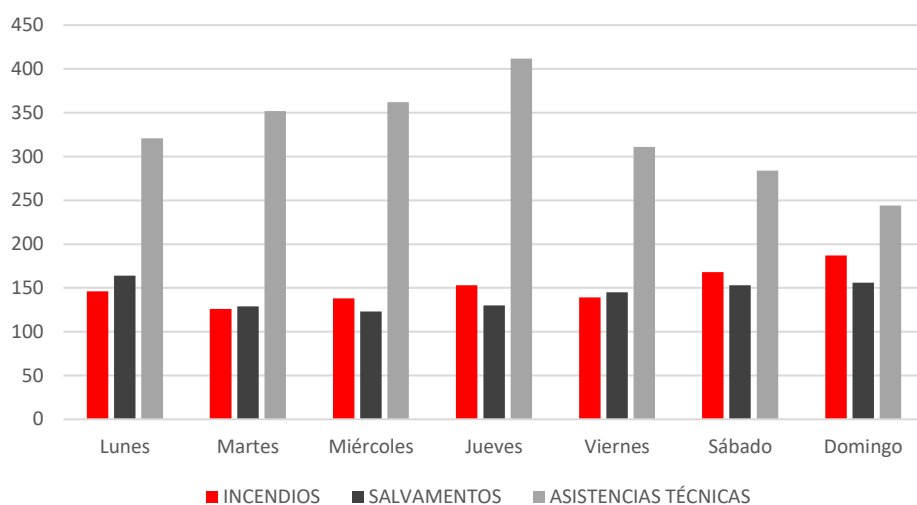


**Graph 10** – Number of interventions per day

The day with the most interventions in 2023 was 2 November (78 interventions), when there was a large number of technical assistance interventions (mainly involving making buildings safe and removing trees) due to the strong winds. These interventions mainly took place in municipalities around the Abra Bay, mainly on the right bank. There were also a large number of interventions on 1 November (38) and 4 November (34), relating to the same spell of strong winds.

#### Distribution by day of the week

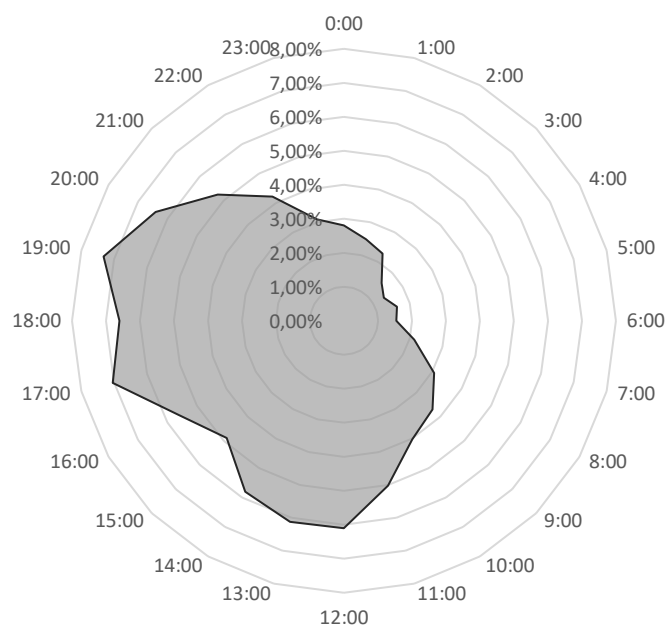
There is no defined pattern regarding the days of the week on which most interventions occur. The historical series is very variable and there is no clear correlation. In any case, in 2023 a slightly higher number of fires were handled on weekends.



Graph 11 - Distribution of call-outs by days of the week and type

### Time distribution

If we analyse the interventions based on the times of day in which they occur, it can be seen that most of the interventions occur during the day. This is consistent with the fact that the majority of the interventions are caused by the activity of human beings.



Graph 12 - Distribution of interventions (percentage) by time bands

The following pages contain a more in-depth analysis of the time distribution according to the type of intervention.

## 5.2. Fires

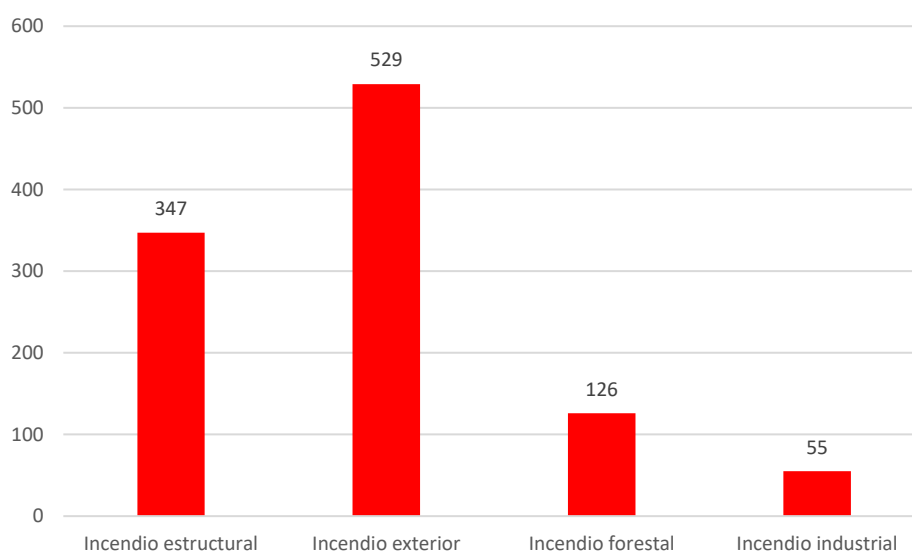
Firefighting is the original function of the SPEIS and although new areas of action have been incorporated, it still accounts for a third of interventions. Since January 2023, the fires dealt with by the SPEIS have been classified into four types: structural, exterior, forest, and industrial.

Structural fires are out-of-control fires that develop within a structure. This includes properties, commercial establishments, public places, etc.

Industrial fires are those that occur in places where industrial activities are or have been carried out. They are classified and dealt with differently to structural fires because the production processes mean that the people involved, the risks, and vulnerabilities differ.

Forest fires are those that occur outside structures and initially affect vegetation. Sometimes, when they spread and reach a great scale and begin to impact where urban and forest areas overlap, they can even affect man-made structures.

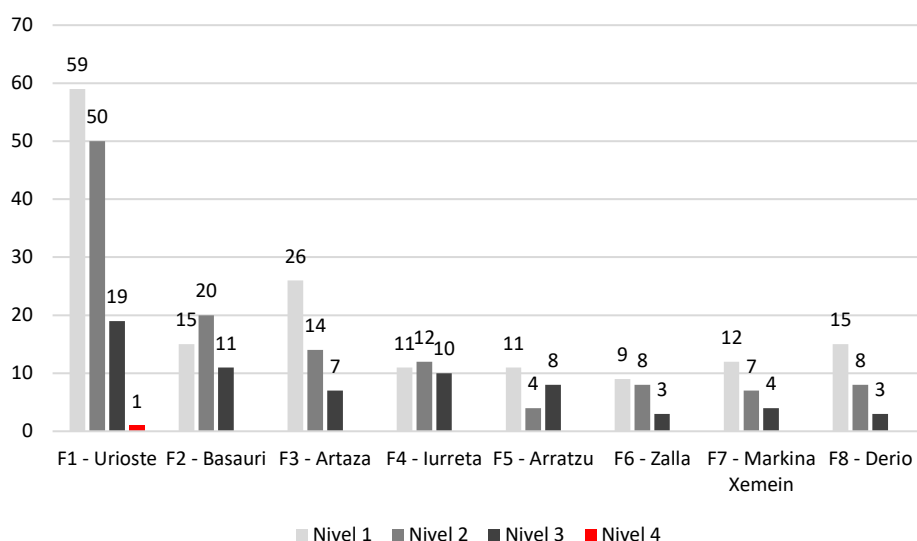
External fires, on the other hand, are those that occur outside structures and are not classified as industrial or forest fires. They usually impact containers, vehicles, or street furniture, and are the most common type of fire intervention involving the SPEIS.



Graph 13 - Number of interventions due to fires according to the type

### 5.2.1. Structural fires

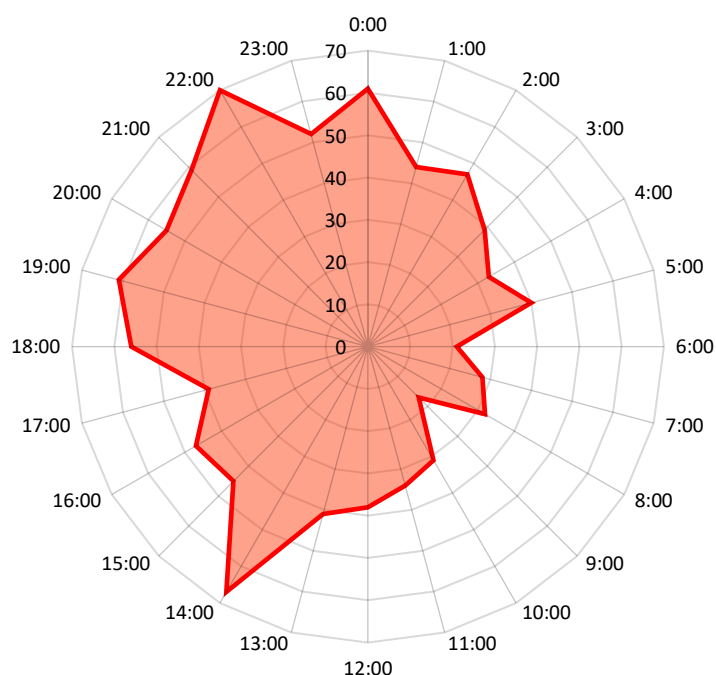
Of the structural fire interventions, more than 158 were level one structural fires (property fires isolated inside/outside and without risk of spreading).



Graph 14 - Classification of structural fires by levels

A further 125 call-outs were classified as level two (fires inside residential buildings, shops, or commercial premises during daylight hours on days other than public holidays). Some 65 operations were categorised as level three, i.e. fires inside residential buildings, shops, or commercial premises during the night and on public holidays or fires in garages or structures with a higher risk. In 2023 a level four fire (large structural fire) occurred in Barakaldo in the early hours of 16 July.

Structural fires follow a defined and stable pattern, with two peaks of interventions coinciding with lunch and dinner times. This is consistent with the fact that a significant proportion of structural fires tend to be caused when cooking, particularly by extractor hoods catching fire.



**Graph 15** - Distribution of structural fires by time slots

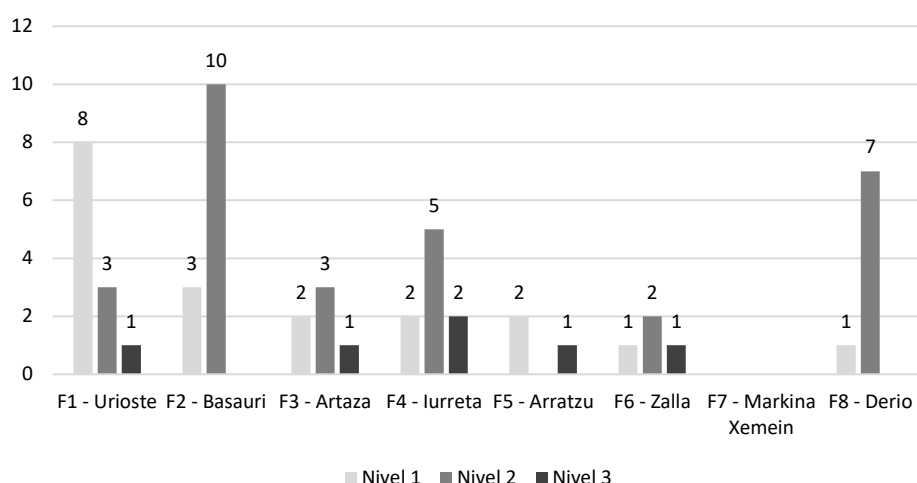
The number of fires at night is considerably lower, but fires at night tend to be more serious because people are often asleep and take time to detect the risk situation, react, and alert the emergency services.

In 2023, three people died in fires attended by the SPEIS, This involved incidents with a minor who died in a fire in a building in Barakaldo in July, another person who died in his home in November in Sestao, and a person who died in a fire in a hut in Santurtzi in December.

### 5.2.2. Industrial fires

With regard to industrial fires, in 2023 there were a total of 55 interventions.

Some 19 of these were level one industrial fires (outdoor fires with no risk of spreading), another 30 level two industrial fires (small indoor or outdoor fires with risk of spreading), and six level three industrial fires (major industrial fire).



**Graph 16** - Classification of industrial fires by level

Several services of this type were provided during the year that required the simultaneous intervention of several stations, some of the most notable being the following:

On 14 January in Erandio a fire broke out in a bus depot, affecting several buses of different sizes, cars, and the company's offices. The Artaza, Urioste, Derio, and Basauri stations intervened.

On 27 January in Güeñes, there was a fire at a timber merchants where there were also vehicles and machinery. The Zalla and Artaza stations intervened.

On 30 June, a fire broke out at a scrap yard in Mallabia which required the joint work of Iurreta, Markina-Xemein, and the Gipuzkoa service.

On 8 October, a large industrial fire broke out in the port of Bilbao at the premises of an environmental solutions company. The Urioste, Artaza, Derio, and Iurreta stations intervened. Due to the large amount of combustible material affected and the instability of the affected structure, cooling efforts took place over several days.

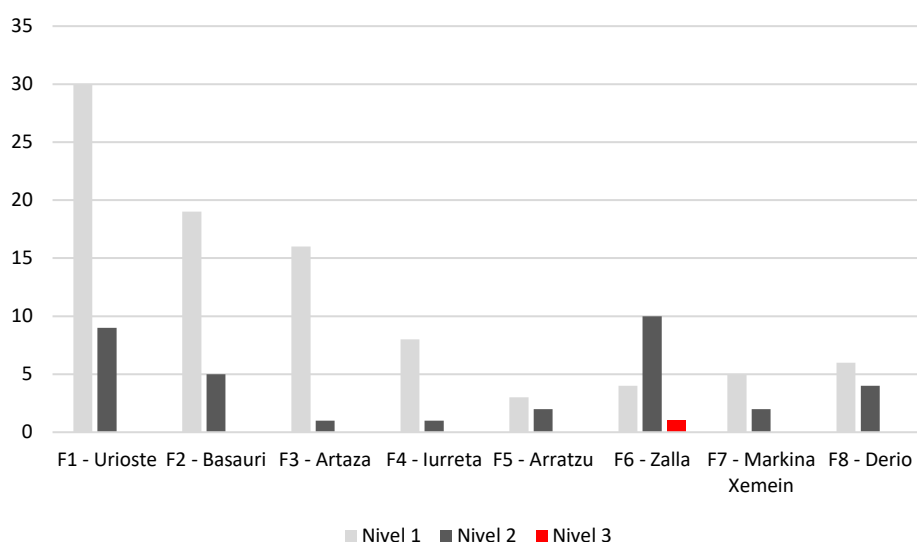
On 20 October in Ajangiz, a fire broke out inside a painting booth. Controlled by the establishment's own first response teams, the intervention of the Arratzu and Basauri stations was necessary due to the specific risks posed to the establishment.

On 15 November in Zaldibar, a fire broke out in a machine inside an industrial establishment, with a significant risk of spreading due to the materials stored by the company. The Iurreta and Markina-Xemein stations were mobilised together with several stations from the Gipuzkoa service, as it was a neighbouring area.

### 5.2.3. Forest fires

After 2022 was the worst year in several decades for forest fires, the number and extent of forest fires in 2023 were much lower.

A total of 126 forest fires were handled. Of these, 91 were level one, 34 were level two, and there was one level three forest fire on 29 March in Galdames, which required the intervention of the Zalla, Urioste, Artaza, and Derio stations, as well as technical personnel from the Provincial Mountains Service and forestry checkpoints.

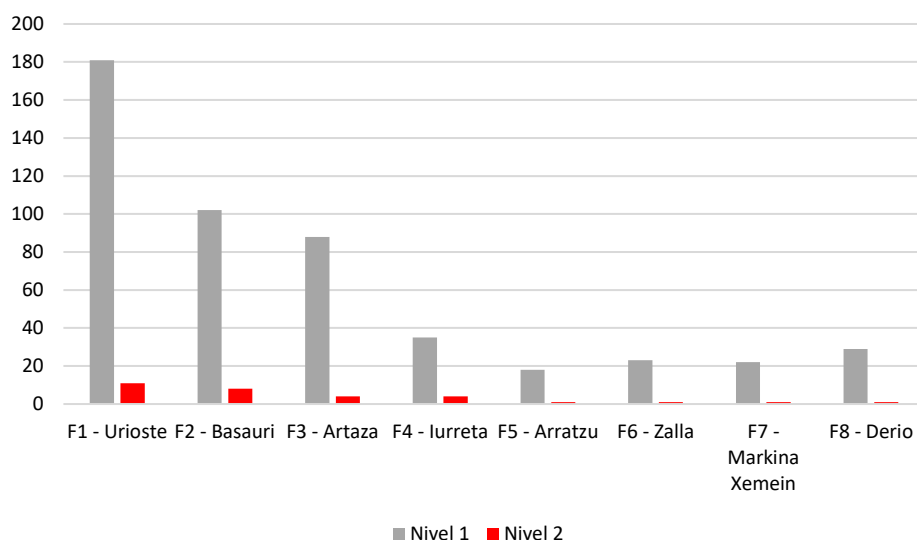


Graph 17 - Classification of forest fires by level

According to the assessment carried out by the Department of the Environment and Agriculture, 2023 was the year with the lowest number of forest fires and the lowest number of hectares of forest burnt in the last decade.

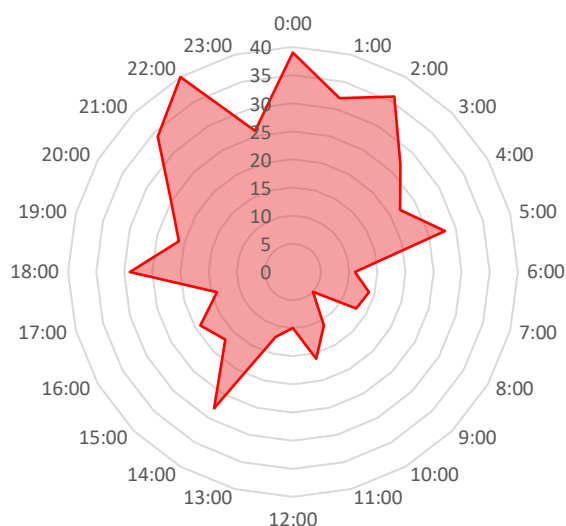
#### 5.2.4. Outdoor fires

Outdoor fires are the most common type of fire intervention. In 2023, there were over 500 interventions (529) of this type. The majority (498 services) were external level one fires (containers, light vehicles, or urban furniture on fire). A further 31 interventions were classified level two, involving heavy vehicles or small transformer stations.



Graph 18 - Classification of outdoor fires by level

In terms of the time of day, this type of intervention tends to occur at night. This is consistent with the assumption that most container fires may in fact be started on purpose.



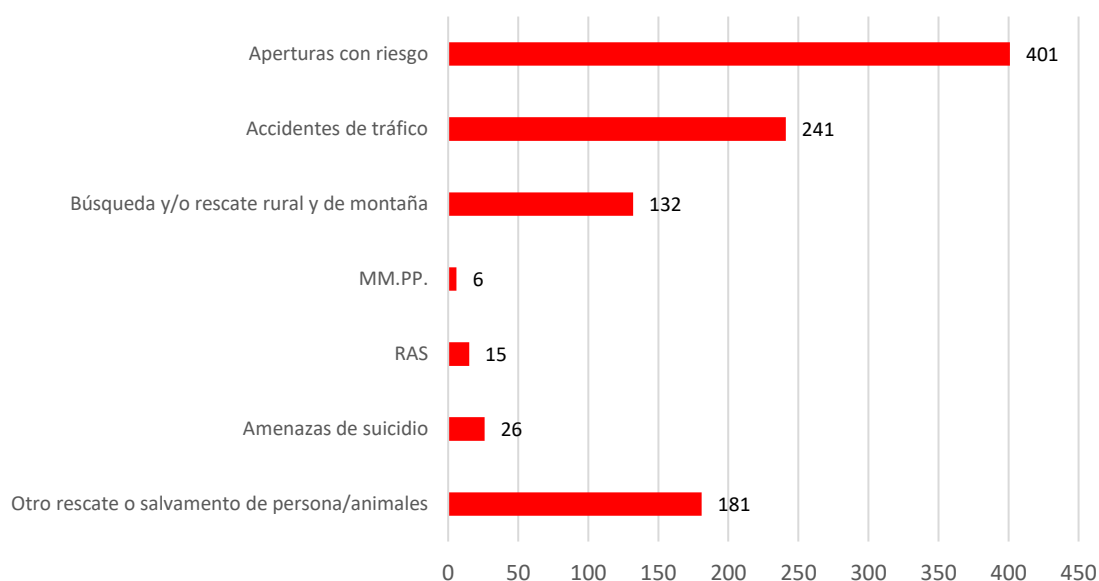
Graph 19 - Distribution of outdoor fires by time slots

### 5.3. Rescues

Rescues, or those interventions in which the life or integrity of people and/or animals may be at risk, account for another third of SPEIS services.

During 2023, 1,002 services took place. The most frequent intervention is access to homes with people at risk, with 401 interventions of this type taking place.

Traffic accidents in which people are mechanically or physically trapped occupy the second position (241 interventions), followed by search and rescue in rural and mountain environments (132).

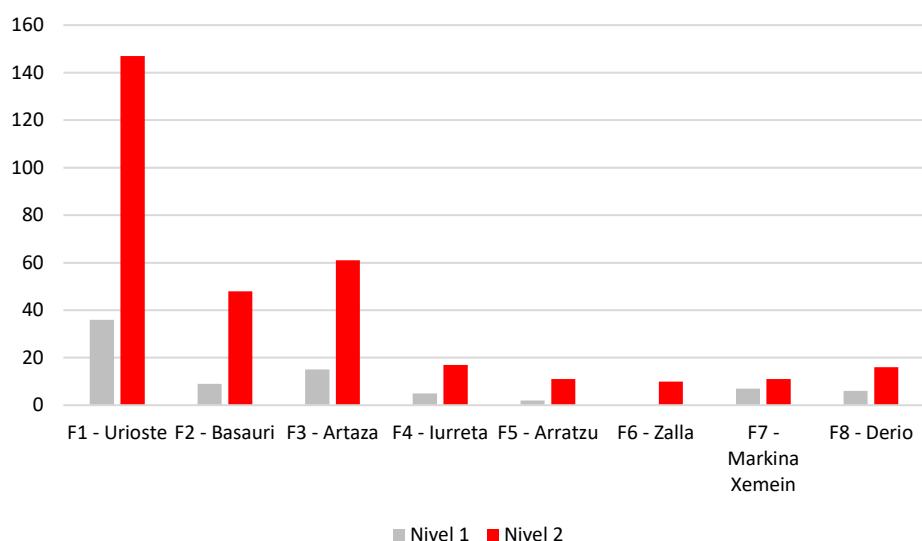


**Graph 20** - Number of rescue interventions according to type of intervention

The category “other rescues” covers very similar situations for which there is no predefined automatic mobilisation of means, such as accidents at work, collaboration with medical personnel in evacuating people from their homes, animal rescues, etc. This classification includes 181 call-outs with an intervention.

#### 5.3.1. High-risk entries

High-risk entries are those interventions in which it is necessary to gain forced entry to homes because there are or may be people at risk inside. These include older people who are alone and do not answer, users of the betiON service who have pressed the help button but do not answer or open the door, trapped minors who are unable to open the door, etc. This also includes urgent interventions for people stuck in lifts when it is not possible to wait for the arrival of the technical staff of the maintenance companies.

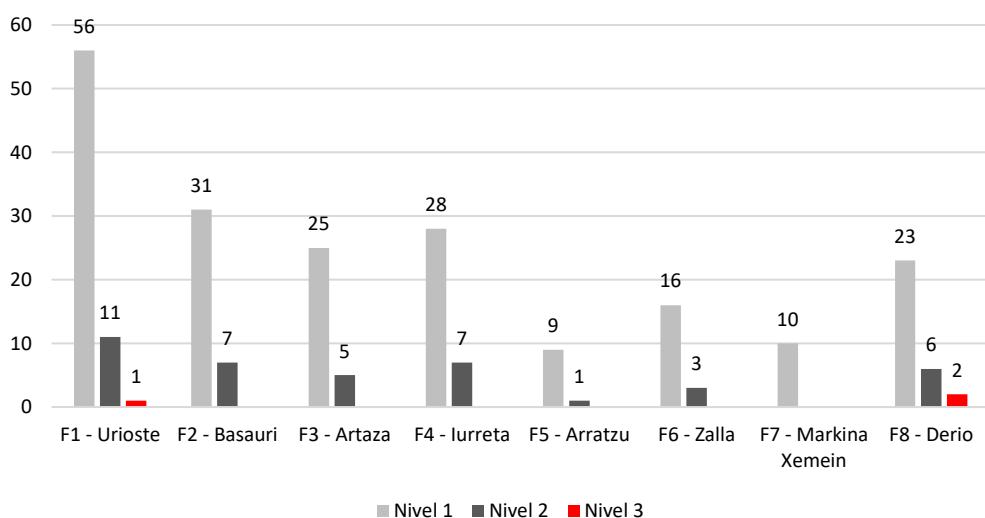


**Graph 21** - Classification of high-risk entries by level

### 5.3.2. Traffic accidents

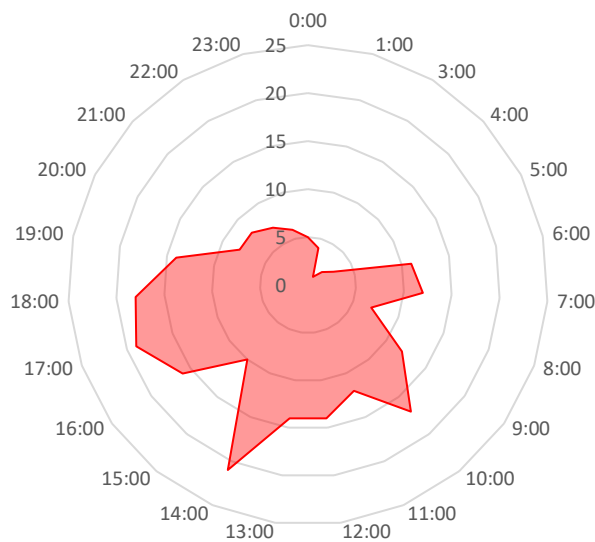
Traffic accidents are one of the main types of services handled by the SPEIS. In 2023, resources were mobilised to provide 538 services, 7.5% of the total number of services provided by the SPEIS. Intervention was necessary in 241 of them.

By level, the majority (198 interventions) corresponded to level one, traffic accidents involving a single vehicle from which people had to be rescued. A further 40 interventions were level two (traffic accidents involving people trapped in more than one vehicle, with heavy vehicles involved or other added difficulties) and only three were classified as level three.



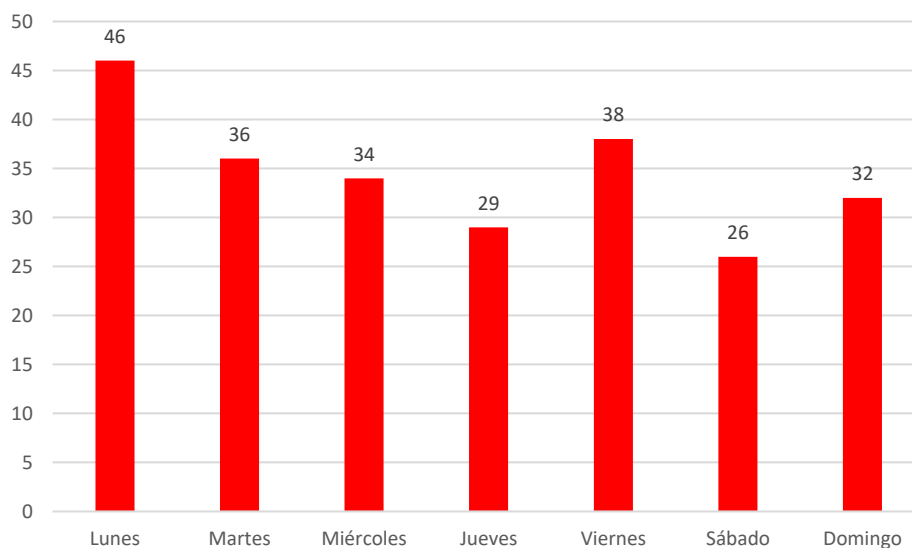
**Graph 22** - Classification of traffic accidents by level

With regard to the time of day, most traffic accidents occur during the day and especially when people usually enter or leave workplaces (7:00, 14:00, and 17:00-18:00).



**Graph 23** – Distribution of traffic accidents by time slot

In terms of days of the week, Mondays and Fridays were the days with the highest number of accidents attended to.



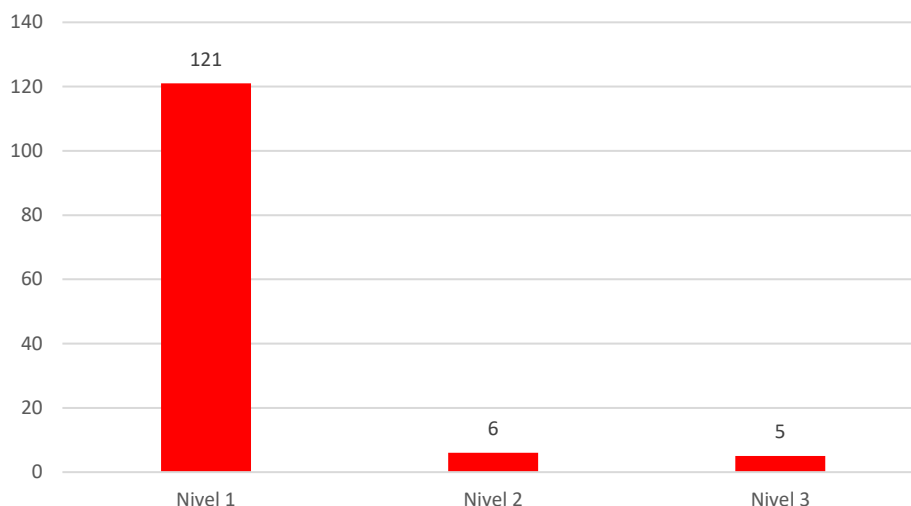
**Graph 24** - Distribution of traffic accidents by day of the week

### 5.3.3. Rural and mountain search and rescue

This broad category includes all those rescues that occur outside urban areas, from searches for missing persons, including the rescue of injured persons in mountainous areas,

to the transporting or transferring of injured persons in off-road vehicles on tracks that are not accessible to normal vehicles.

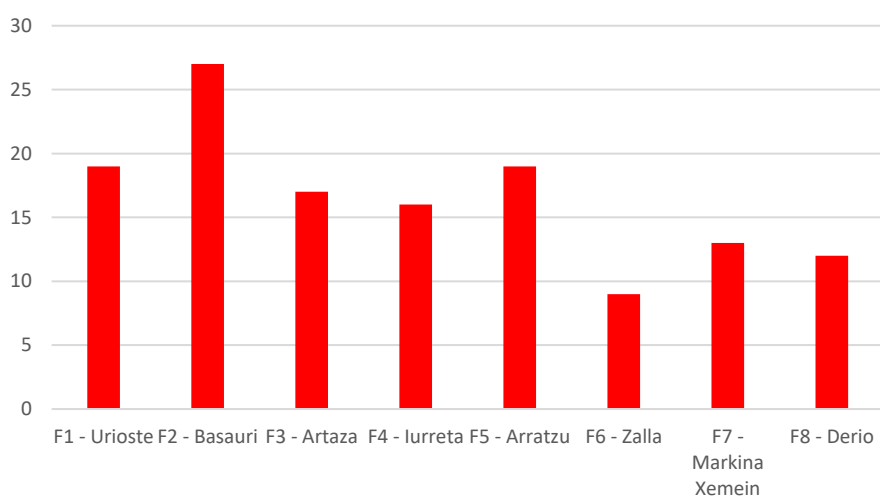
In 2023, the majority (121) of these interventions were level one interventions, with six level two interventions, and five level three interventions (those requiring special techniques).



**Graph 25** - Classification of rural and mountain searches and rescues by level

In any case, for much of the year work has been carried out on updating the classification levels for these types of services, meaning that it is likely that data for future years will have different distribution figures by level.

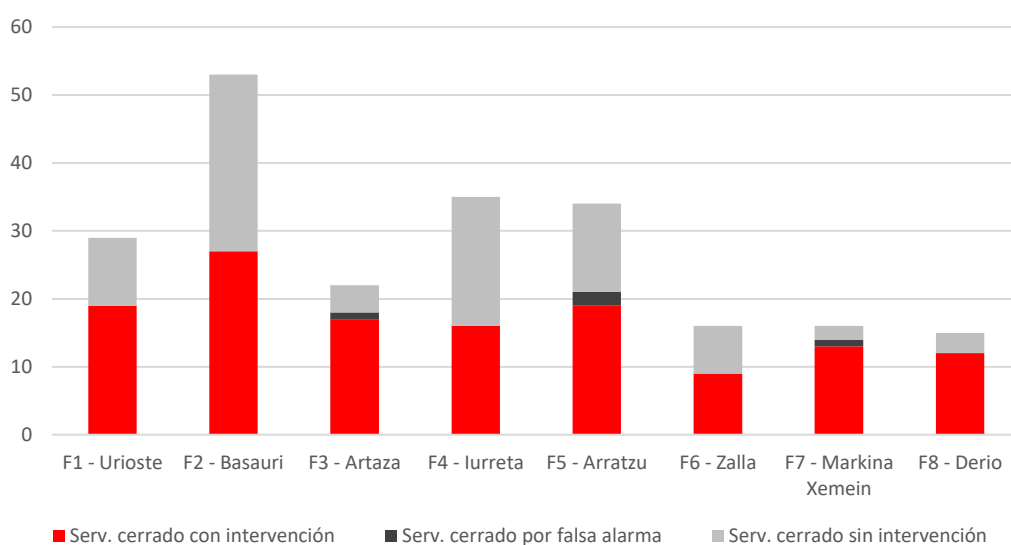
In terms of geographical distribution, the station with the most interventions is Basauri. This is mainly due to the fact that it is the main station for all the interventions that take place in Gorbea.



**Graph 26** - Classification of rural and mountain searches and rescues by level

Another station that has a proportionally higher number of call-outs than the population served is Arratzu, mainly due to the high number of interventions in San Juan de Gaztelugatxe and in the Ogoño area. The interventions carried out by the Iurreta station in the Urkiola area tend to have added technical difficulty.

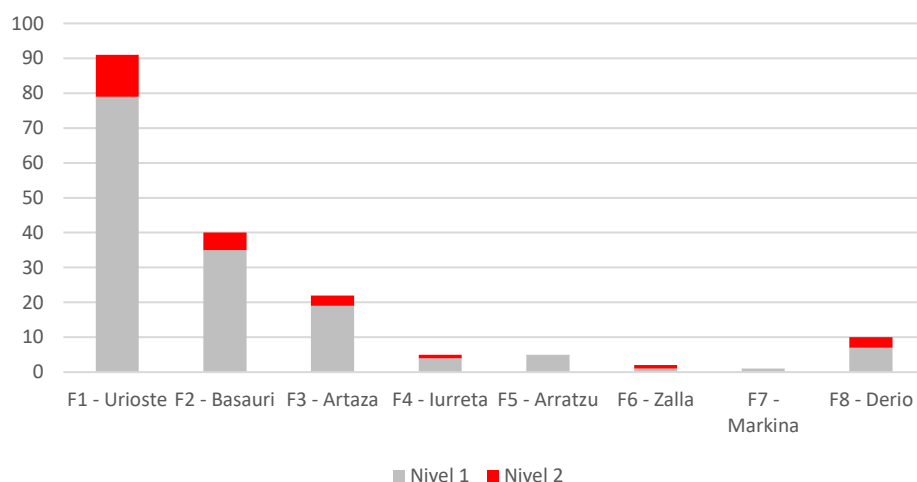
These services sometimes end without an intervention by the SPEIS. This occurs above all in the Basauri and Iurreta stations, due to the high number of situations in which air and ground resources are mobilised simultaneously and are resolved by helicopter before the arrival of ground resources on the scene.



**Graph 27** - Classification of rural and mountain searches and rescues by intervention

### 5.3.4. Suicide attempts

The number of suicide attempts has continued to grow. While last year, the figure exceeded 100 for the first time, this year the number of attempts reached 176.



**Graph 28** - Classification of suicide attempt services by station and level (includes services without an intervention)

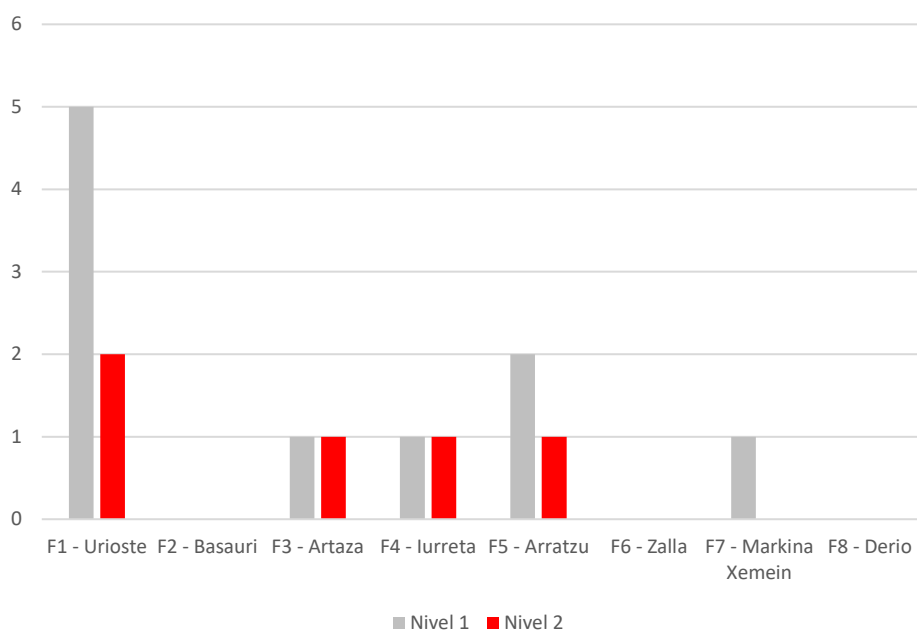
In any case, most services are resolved without an intervention, either because the person has decided to put an end to the attempt or because they are already being attended to by health services in a safe area.

Lastly, it was necessary to intervene in 26 call-outs, 20 of which were level one (rescue of persons who climb up to a certain point and threaten to throw themselves off it) and another six classified as level two (interventions with violent persons who threaten their safety and that of third parties or their surroundings).

### 5.3.5. Surface water rescue

The number of surface water rescue interventions is very low (15 interventions out of a total of 4,343, 0.35% of the total) but these are interventions where there is a high risk for the victims involved.

At least four of the interventions ended with a fatality (a missing person in Bermeo, two drownings on the beach of La Arena, and a minor who died in a dam in the river Ibaizabal in Abadiño).



**Graph 29** - Classification of surface water rescue call-outs by station and level

Geographically, most of the interventions occur around the mouth of the Bilbao estuary between Portugalete-Santurtzi and Getxo. When interventions occur in this area, even if they are assigned to a station as a first response, they involve the automatic mobilisation of the stations on both sides of the estuary (Urioste and Artaza).

### 5.3.6. Interventions with dangerous goods

In 2023, six interventions with dangerous goods were carried out, all of them in the area of operation of the Urioste station with many relating to the transfer of dangerous goods by road and rail to or from the Port. All of them were classified as level one interventions.

| Date        | Location                                 | Situation                                       |
|-------------|------------------------------------------|-------------------------------------------------|
| 20 February | Port of Bilbao                           | Liquefied natural gas leak in tanker truck      |
| 26 June     | Sestao                                   | Hydrochloric acid cylinder at a train station   |
| 26 June     | Port of Bilbao                           | Sulphuric acid leaking from a tanker on a train |
| 2 October   | Port of Bilbao                           | Sulphuric acid leaking from a tanker on a train |
| 2 October   | Abanto and Ciérvana -<br>Abanto Zierbena | Spill of paint drum and catalyst                |
| 1 November  | Port of Bilbao                           | Container monitoring                            |

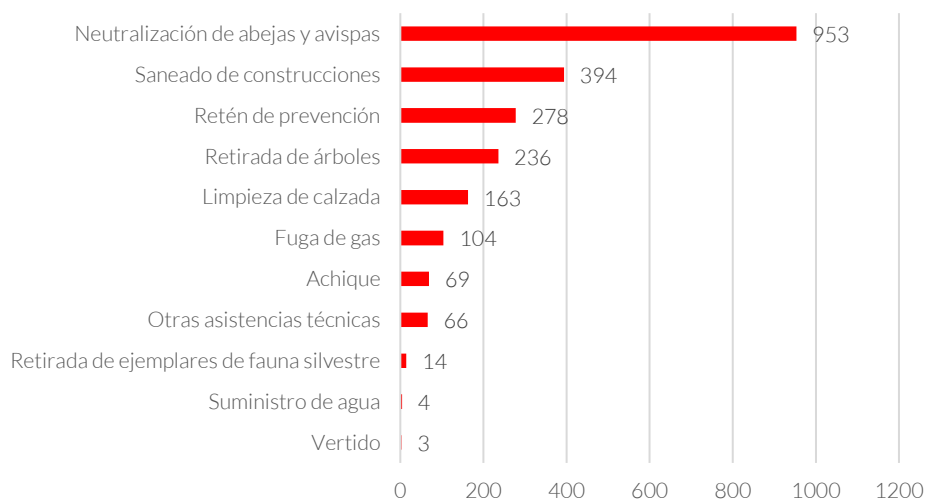
In addition, some traffic accidents, especially those involving heavy vehicles, have required the plugging or transfer of fuel from the vehicles involved in the accident themselves, but have already been accounted for as part of the traffic accident interventions.

### 5.3.7. Other rescues and salvages of persons or animals

The rest of the rescues and salvages of people or animals (181 interventions) cover, as already mentioned, very similar situations for which there is no predefined automatic mobilisation of resources, such as accidents at work, collaboration with health personnel in evacuating people from their homes, animal rescues, etc. The most common intervention is the offering of support to Osakidetza ambulance staff in mobilising patients when their physical condition or the characteristics of the building make their evacuation difficult.

## 5.3. Technical assistance

Technical assistance includes all the interventions in which, without there being an imminent risk to people, property or the environment, specialist technical resources are required to avoid unfavourable developments. In 2023, 2,284 situations of this type were dealt with.

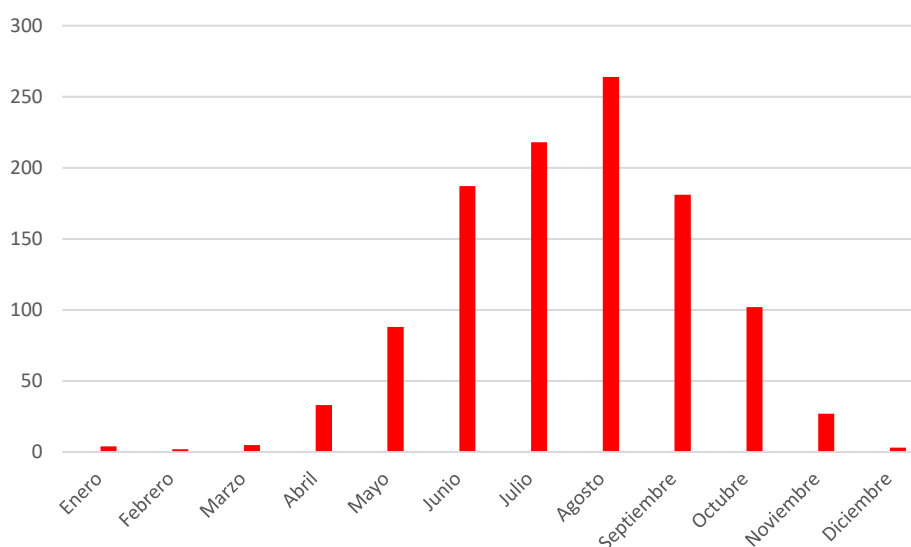


Graph 30 - Number of technical assistance interventions according to type

The most frequent call-outs in this group include call-outs to neutralise or remove bees and wasps, with 953 interventions, followed by making buildings safe (394) and prevention checkpoints (278). In addition, there were 236 tree removals, 163 road cleaning operations, and 104 gas leak interventions, among others.

### 5.3.1. Neutralisation of bees and wasps

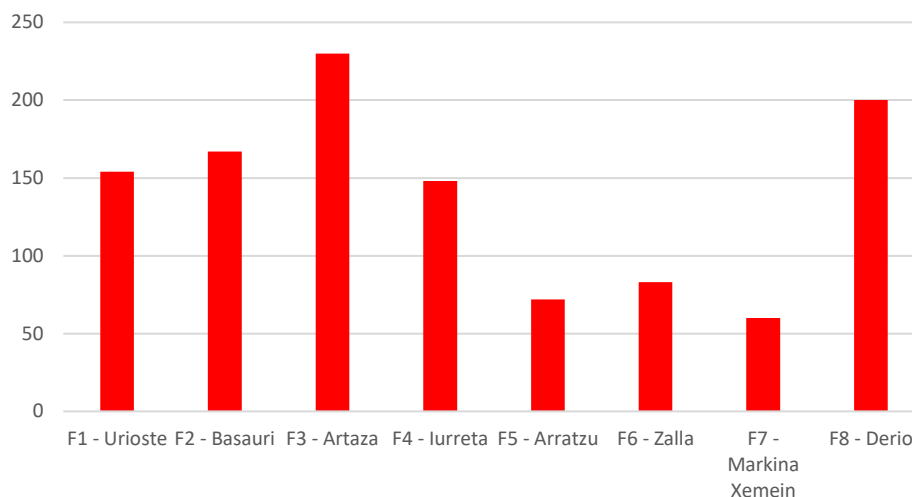
Interventions for the removal of bees and wasps (mainly Asian wasp nests) are the most frequent type of service and mainly occur in the summer and early autumn months.



Graphic 31 - Wasp/bee removal interventions by month

With regard to the distribution of call-outs by station, it is clear to see that the relative weighting is different to the rest of the type of interventions. The Artaza (230) and Derio

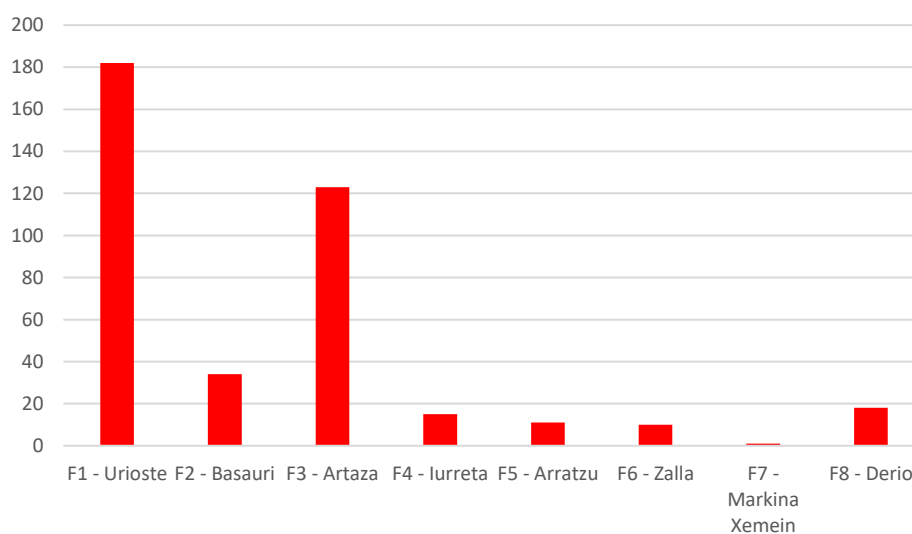
(200) stations have exceptionally high intervention figures. For Derio, this number has a significant impact on the total number of interventions in the station.



**Graph 32** - Wasp/bee removal interventions by month

### 5.3.2. Making buildings safe

Interventions to make buildings safe are those in which it is necessary to remove or stabilise construction elements that are in a precarious situation and are at risk of falling and causing accidents. These are usually roof tiles, antennae, signs, etc. that have become unstable after spells of strong winds.



**Graph 33** - Interventions to make buildings safe per station

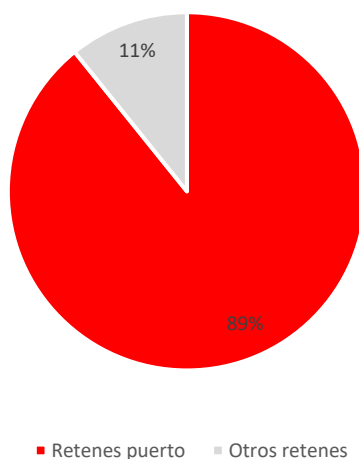
Interventions of this type mainly occur at the stations of Urioste (182) and Artaza (123). This is due to the fact that, as well as having the most densely populated urban centres in

their area of operation, the municipalities around the mouth of the estuary are the most exposed to spells of strong winds.

### 5.3.3. Prevention checkpoints

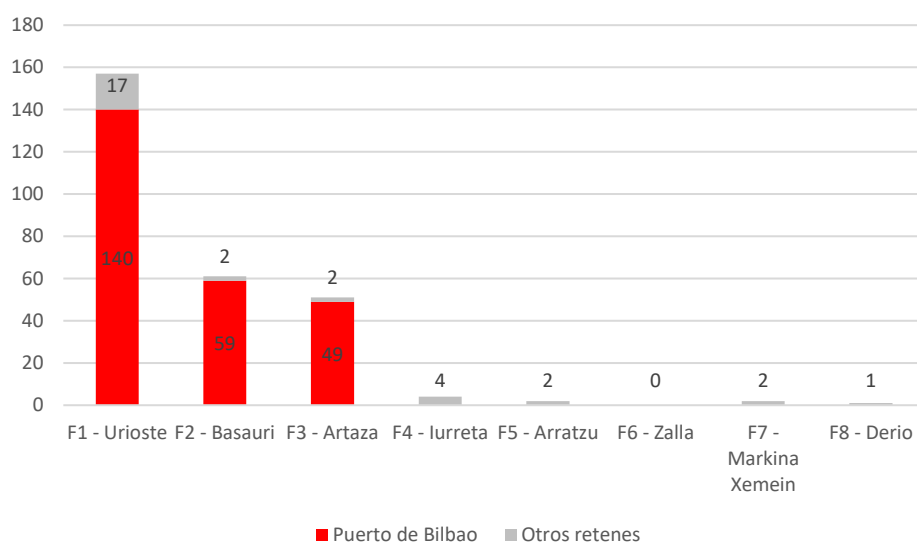
Prevention checkpoints involve the preventive mobilisation of resources to places where there is a greater likelihood of an emergency situation occurring and it is therefore advisable to have intervention teams on site. There are mainly two situations in which prevention standby teams are mobilised within the SPEIS: loading and unloading of dangerous goods and fireworks displays.

Of the checkpoints attended to, the vast majority (248) correspond to roadblocks for the loading and unloading of certain dangerous goods in the port of Bilbao, due to the agreement signed between the two entities.



**Graph 34** - Distribution of SPEIS prevention checkpoints by type

In terms of the distribution by stations, the checkpoints are mainly manned by Urioste, Basauri, and Artaza. This is due to the fact that these three stations are assigned the task of manning the prevention checkpoints at the port in alternating months.

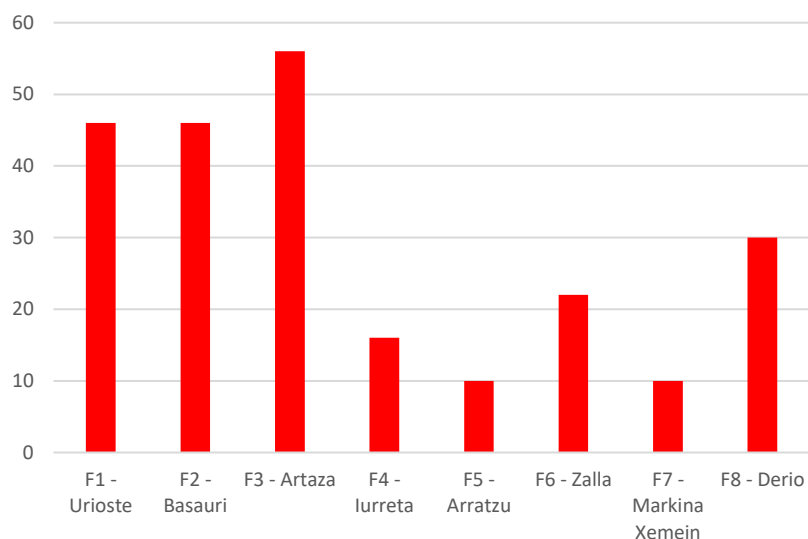


**Graph 35** - Distribution by station of prevention checkpoints

#### 5.3.4. Tree removal

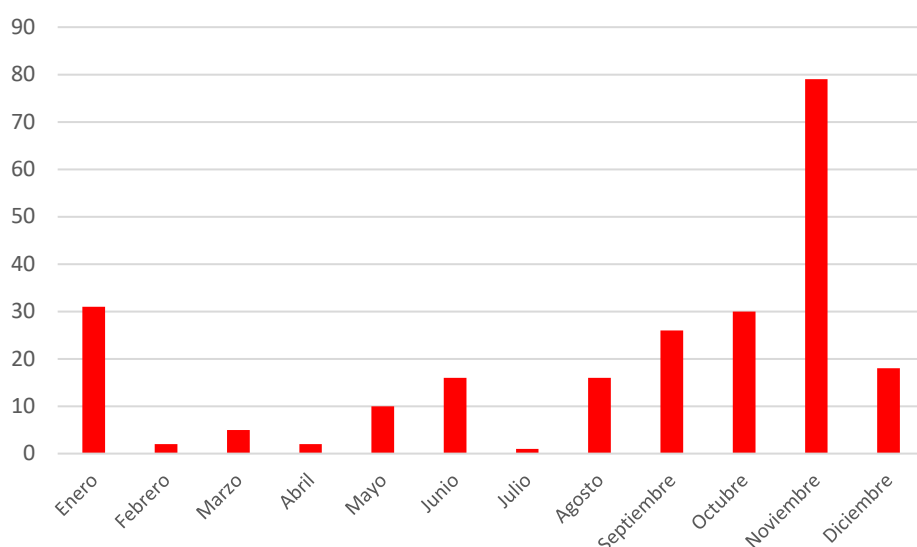
During 2023, 236 interventions were carried out to remove fallen trees or those with the potential to fall that posed a risk to people or caused traffic problems.

By station, the distribution is roughly proportional to the rest of the services provided.



**Graph 36** - Distribution of tree removal by station

In terms of monthly distribution, this type of call-out is more common in the autumn months, when there are spells of stronger winds. The peak of interventions in November is due to the three days of strong winds at the beginning of the month, when an extraordinary number of interventions occurred due to wind.

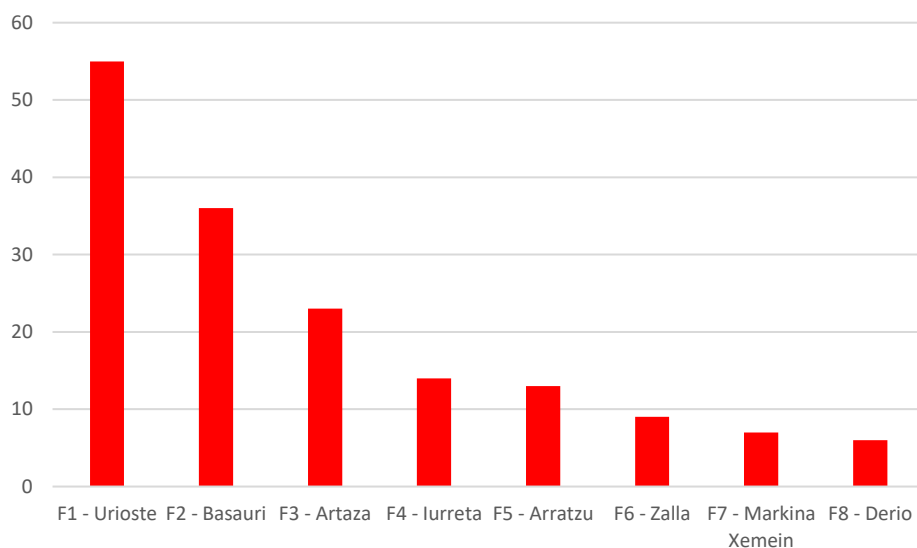


**Graph 37** - Distribution of tree removal by stations

### 5.3.5. Road clearing

The SPEIS carries out road cleaning in those situations and places where there is no competent service for it or it has to be carried out urgently and cannot be dealt with.

By station, the distribution is roughly proportional to the rest of the services provided.

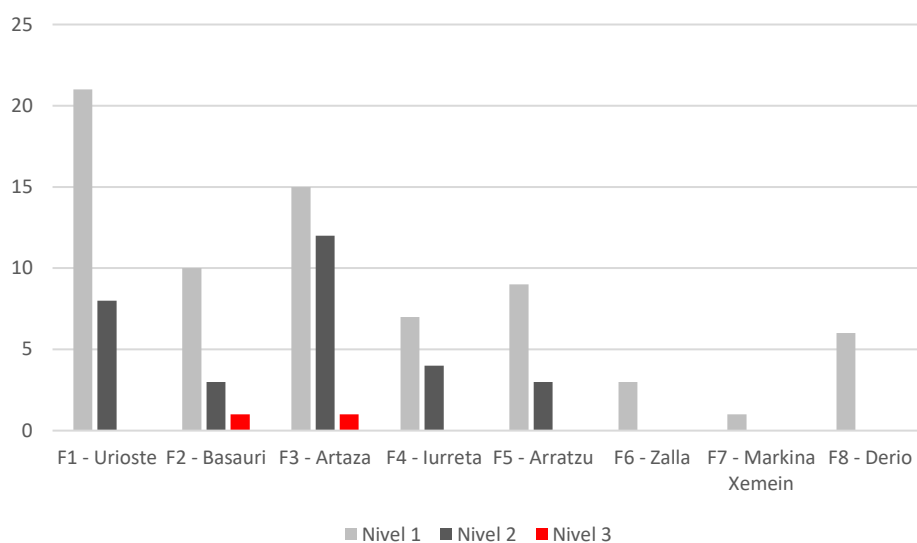


**Graph 38** - Distribution of tree removal by station

### 5.3.6. Gas leaks

The majority of gas leak interventions (72 interventions, 69% of the total) were level one services (potential unconfirmed leak). A further 30 interventions (28% of the total) were

level two interventions (small leak) and only two interventions were classified as level three (large leak).



Graph 39 - Gas leak call-outs by type and station

### 5.3.7. Other technical assistance

During the year, 156 interventions were carried out for technical assistance other than those already analysed. These included 69 bailing operations, 14 wildlife removals, and four water supplies for emergency situations.

## 6. Prevention



Beyond responding to emergencies that occur on a day-to-day basis in the Historical Territory of Bizkaia, the SPEIS belonging to the DFB also works daily to prevent these emergencies from occurring and so that, if they do occur, the personal, material and environmental consequences are minimal.

This activity is carried out by the Fire Prevention Section whose function is to plan and promote actions aimed at minimising risks and increasing safety with respect to fires and other dangers in the Historical Territory of Bizkaia.

This section is made up of three technicians (one officer and two deputy inspectors) who carry out technical and operational tasks, although all levels of the service participate in many preventive actions.

Prevention activity in the Bizkaia SPEIS can be classified into three different fields: operational prevention, technical advice and public awareness.

## **6.1. Operational prevention**

We call operational prevention the actions aimed at those affected and those who intervene so that they are aware of the existing risks and dangers and the guidelines for action in the face of foreseeable emergencies, in this way minimising their consequences.

To this end, a series of meetings have been held with personnel from various administrations, and emergency response planning has been carried out in collaboration with different institutions, with the aim of providing assistance both to external organisations and to the service itself.

Also, with regard to participation in projects at a European level, the Prevention section has participated in two proposals, which are pending approval by the European Commission. It has also participated in the EUFireStat project.

### **6.1.1. Operational Prevention Sheets**

The Operational Prevention Sheet (FPO) is a support tool for emergency teams whose objective is to guarantee precise operational information in a clear and simplified manner to those involved in an emergency situation in places that may involve special risk or vulnerability.

The Fire Prevention Service has maintained contact with various companies, public and private organisations with special risks, to study the risk posed by their activity.

As a result of this collaboration, in the year 2023, a total of 8 FPOs have been prepared or updated that will increase the effectiveness and safety of emergency teams by reducing the consequences to people and property in possible interventions in which the Fire Service participates. Specifically, these are:

- *Iberdrola Combined Cycle*
- *Faes Farma Derio*
- *Faes Farma Lamiako*
- *Cemosa*
- *Enagas*
- *Artiach*
- *Tepsa*
- *Repsol Butano Santurtzi*

Progress has also been made this year in the proposal that was made to the Office of Emergency Response and Meteorology from all the SPEIS of the Basque Country, at the initiative of this service, to include the FPO of regulated activities in the Register of Self-protection Plans.

#### **6.1.2. Communication of incidents to the Social Services**

As soon as the Prevention section becomes aware of a case that occurs in a SPEIS intervention that it is believed requires the knowledge or mediation of the municipal social services, they are immediately notified.

In 2023, a total of 21 follow-up activities for borderline situations identified in certain interventions (Diogenes syndrome, abandonment situations, etc.) have been completed.

#### **6.1.3. Visits to specific risk locations**

In coordination with the station heads and sergeants, a total of 21 preventive visits have been made to various companies that have activities that involve risks, in order to learn about the first intervention areas of the eight fire stations.

Technical visits from the Prevention section have been made to the following sensitive locations:

- *Aludium*
- *Cemosa*
- *Exolum*
- *Ona Electroerosión*
- *Markina (Artibai 16)*
- *Tuneles Super Sur Seberetxe/Arnotegi*
- *Enagas*
- *Repsol*
- *Faes Farma Derio*
- *Faes Farma Lamiako*
- *H2SITE*
- *Cruces Hospital*
- *Barakaldo City Hall Works (Architect)*
- *Malmasin Tunnel*
- *Cikautxo*
- *Lucart Tissue & Soap S.L.U.*
- *Artiach*

- *Forum Sport*
- *Maxam*
- *Iberdrola Combined Cycle Power Plant*
- *Bridgestone*

#### 6.1.4. Drills

The periodic performance of drills with the activation of the emergency or self-protection plan aims to create organised and operational response habits in the emergency services through practical training.

Drills allow service personnel to become familiar with an intervention and learn about the risks and characteristics of the buildings and facilities where they are carried out.

In most cases, after the drill, a series of deficiencies are identified and the introduction of improvements is proposed both in the established procedures and in the resources and facilities.

In 2023, the Fire Service has participated and collaborated in a total of ten drills, including:

- *Tubos Reunidos*
- *Tuneles Super Sur Seberetxe/Arnotegi*
- *Malmasín Tunnel*
- *Weylchem*
- *Boroa thermal power station*
- *Cikautxo*
- *Iberdrola Combined Cycle Power Plant*
- *Loiu Airport*
- *Aurubis Berango*
- *IRA-MAR exercise on toxic cloud pollution*

Furthermore, in September, work was carried out on intervention procedures in underground garages by organising and carrying out different manoeuvres in the facilities provided by Sestao City Council.

Training manoeuvres were also carried out, simulating fires in the historic centres of Durango, Lekeitio, Elantxobe, and Balmaseda. These manoeuvres have enabled the firefighters of the Iurreta, Markina-Xemein, Arratzu, and Zalla stations to broaden their knowledge of these areas, which are classified as special risk areas, with the aim of putting into practice important aspects for possible interventions, such as location and access with heavy vehicles, their positioning and the use and recognition of water points, among other aspects.

#### 6.1.5. Other actions

Work continues on the renovation of the Ispaster training area, and the tendering and awarding of the contract for the execution of phase one, i.e. the buildings of the clean area

(reception, office, classrooms, infirmary, changing rooms, clothes storage, and laundry), has been put out to tender and the contract awarded.

A technical workshop open to fire brigade personnel on high flow supply has been organised with an attendance of approximately 140 people.

## **6.2. Technical prevention**

The Fire Prevention Section provides advice, resolves queries and writes technical reports for administrations, companies and, exceptionally, private technicians.

During the year 2023, a total of 21 advisory reports have been provided to companies, technicians, city councils, and other administrations on construction solutions, application of regulations in special situations, fire protection, etc.

## **6.3. Citizen awareness**

The Prevention Section plans and carries out educational, training, and informative activities aimed at different groups, companies, and institutions, with the aim of promoting the prevention of existing risks and to show the guidelines for action in the event of an emergency.

### **6.3.1. Visits to fire stations**

In 2023, a total of 15 visits were made by different schools and other groups to the different fire stations in the area. The visitors were able to get to know the facilities, see some of the work firefighters carry out, and receive a brief talk on prevention. In all of them, the aim was to strike a balance between fun and educational activities, in order to make the visit entertaining while ensuring that visitors acquire knowledge.

### **6.3.2. Prevention training sessions**

In 2023, various talks on fire safety were given to different groups. The following training sessions were given:

- Talk to the Association of bakers of Bizkaia (four days)
- Bonfires of Saint John: Prevention posters in the municipalities of Bizkaia
- Visit to Cruces Hospital + REDA exhibition + RAT exhibition
- Talk at Fadura Automotive Vocational Training Centre (two days)
- “Onda Vasca” prevention interview
- Bermeo Baserritarrak Talk
- “Prebentzio Eguna Bermeo” Day
- Four days of police/firefighter coordination for the Arkaute induction course.

Likewise, the professional guidance talks for students in secondary schools have also continued and three training days have been given to the students of the CIFP Tartanga LHII integrated vocational training school, with a theoretical module that includes

demonstrations and a practical module to learn about the development of a fire and the use of fire extinguishers.

As part of the “Ezagutu” (student career guidance) programme of the Txorierri education and training centres, career guidance days have been held for secondary school students and for all interested

students at the Artaza fire station to explain the firefighter profession and its entry pathways.

With the same purpose, various informative talks have been held in collaboration with the “Gazteria” youth work area of Portugalete City Council.

Furthermore, The Prevention Section has coordinated cooperation with the Arkaute Police and Emergency Academy in the training of newly recruited police officers. More specifically, they have been trained in procedures for intervention in fires, traffic accidents and situations involving dangerous materials, as well as in the use of fire extinguishers.

### **6.3.3. Citizen awareness campaigns**

During 2023, citizen awareness campaigns that address the daily risks that citizens face have been carried out via radio, social networks, and through the distribution of brochures and posters.

Citizen education actions have been maintained through the media, mainly with various appearances in the press and on the radio.

At Christmas, a range of advice on how to avoid fires and accidents in homes linked to the traditions and celebrations of the festivities during this period was disseminated to the public through various media, with the main aims of reducing and preventing all the corresponding risks that arise.

It should be emphasised that on such an important day as New Year's Eve, an appeal was made through the press for the public to make responsible use of pyrotechnics and to take extreme precautions.

It is worth highlighting that this year special attention has been paid to the prevention of accidents at the bonfires of Saint John, with letters to all the town halls and the placement of posters in the planned locations.

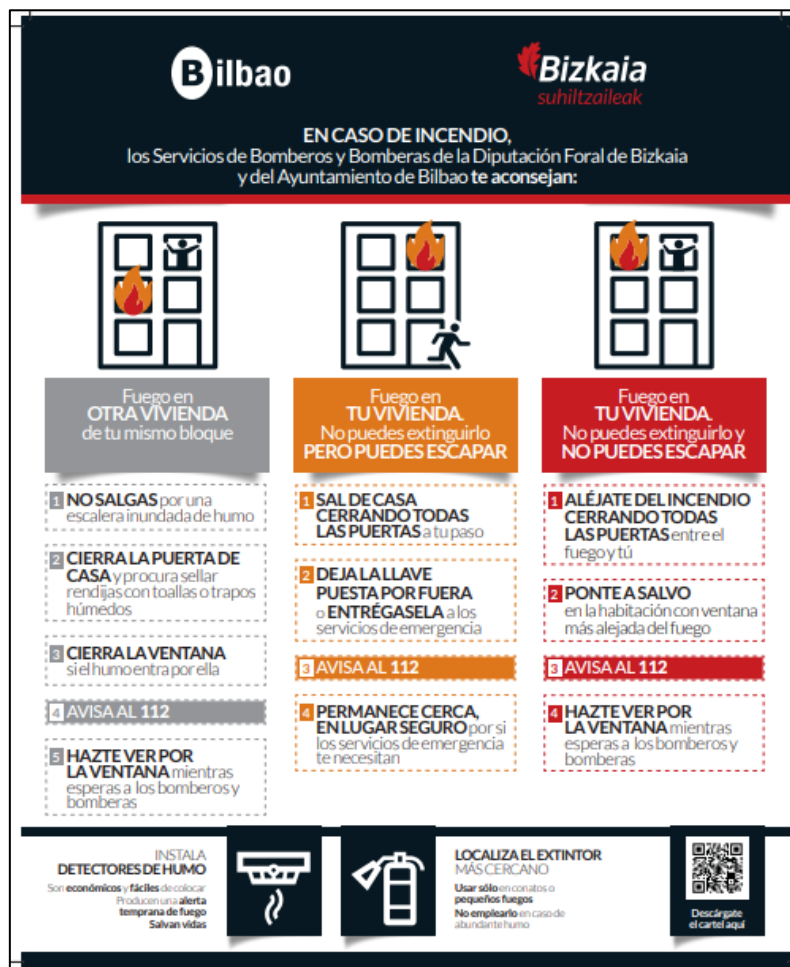
To celebrate “Prevention Day” organised by Bermeo City Council on 30 October, various activities were held in the City Hall Square aimed at raising awareness of prevention, with the participation of the municipality's schools.

In 2023, the Be Fire Safe at School project was promoted, an online application that offers educational content with all the presentations and instructional videos aimed at educational

centres on fire protection, free of charge, to all secondary school teachers and pupils, translated into seven languages, including Basque and Spanish.

#### 6.3.4. Fire behaviour guidelines campaigns

Lastly, it is worth highlighting the citizen training campaign carried out, together with the Bilbao City Council, on “how to act in the event of a fire”, by placing information posters in lifts throughout Bizkaia.



Through this initiative aimed at all the citizens of Bizkaia, provincial and municipal firefighters seek to stress the importance of acting appropriately in the event of a fire, for the safety of the whole community. An adequate response from residents to such a situation can make the difference between a small fire limited to a single room and a widespread fire that floods the communal staircase with smoke and leaves many families in danger.

The provincial and municipal firefighters have sent a letter to the presidents of residents' associations of the 112 municipalities of Bizkaia explaining the initiative and asking for their collaboration. The posters, in two versions, Basque and Spanish, which are self-adhesive, have been sent by ordinary post to 8,000 residents' associations in Bilbao and to 20,600 in

the rest of Bizkaia. They are designed to be put up in highly visible places in buildings, such as entrance halls or lifts, so that the whole community can easily access the instructions. They also feature a QR code so that they can be downloaded to mobile phones.

In addition to the passive protection measures established in the different building regulations, the knowledge that citizens may have about how to behave in the event of a fire is key, to protect themselves, limit the spread of the fire itself and, consequently, minimise possible damage.



# 7. Training

The SPEIS has a training section made up of two deputy inspectors and one officer, and reporting to the Prevention, Training and Civil Protection Section, which coordinates the training of newly recruited personnel, as well as on-the-job and career training for the people who make up the service and the activity of the different work groups and instructors.

### 7.1. Training of new recruits

New recruit training for the category of firefighter/driver is carried out through a 420-hour course, given by our own staff, in accordance with the established criteria and approved by the Basque Academy of Police and Emergencies (AVPE) and therefore qualifying them to work in any of the six Fire Prevention, Extinction, and Rescue Services belonging to the Basque public administrations.

In 2023 an induction course for the firefighter-driver category was held in which 24



applicants participated. The people who passed the course have been incorporated into the SPEIS job pool.

This course has involved the implementation of a new system of ongoing tutoring and the renewal of the educational and assessment approach of several modules such as structural fires, driving, tools, or rescue in difficult-to-access spaces.

In addition, the SPEIS has begun, in collaboration with the rest of the services in the Basque Country and the AVPE, to review and update the syllabuses in all SPEIS categories.

## **7.2. On-the-job and career training**

On-the-job training is aimed at improving skills and adapting to the job on a continuous basis. Given that the distribution and availability of operational personnel is limited during on-duty hours, the special calendars for firefighter/drivers include a specific timetable for conducting these training days. For the rest of the management categories, training is scheduled to take place in the morning.

Career training is aimed at developing and refining skills and knowledge related or unrelated to the job being performed; this type of training is voluntary and may be carried out outside working hours.

In 2023 a total of 833 hours of on-the-job training was given to service personnel in the following courses in order to maintain the necessary skills to intervene effectively and safely:

- Development and control of structural fires.
- Rescue in heavy vehicles and lifting and stabilisation of loads.
- Access to and location of victims. Tracking and smoke diving techniques.
- Safe driving of light and heavy vehicles on forest roads.
- Psychological support for emergency responders (for corporals).
- New fire intervention procedures (for senior officers).
- Command in forest fires.
- Operational management and leadership (for corporals)
- Command and control (advanced control post exercises).
- Tactical fundamentals and conducting of manoeuvres (for sergeants).

In addition, Bizkaia Prest operating personnel have received training related to:

- Guidelines for communicators involved in structural fires.
- GPS management of new vehicle tablets.
- Functionalities for interventions. Knowledge of station resources.
- New procedures and updates of the IpSige tool

In terms of career training, various members of service staff have received the following courses:

- Column manager course (command and control) at the ENSOSP (École Nationale Supérieure des Officiers De Sapeurs-Pompiers de France).
- Technical director of forest fire extinction, basic level (DTE-A).
- Forced entry/advanced locksmithing.

- Rescues at height and rope movements.
- Mountain search and rescue. ORUX MAPS.
- Suicide prevention and intervention in suicide attempts.
- Intervention in dangerous goods tanks.
- Training for trainers, basic level FOR1.
- Training for trainers, advanced level FOR2.

### 7.3. Manoeuvres

The work teams of the Bizkaia Provincial Council's fire brigade follow an exhaustive daily schedule of manoeuvres that enables them to maintain the necessary skill level for the different types of interventions they encounter. This training is usually carried out at the facilities of each station, but manoeuvres are also carried out in realistic intervention environments, with the aim of continuing to improve emergency response.

Each day, the SPEIS watch staff carry out manoeuvres following the calendar established by the service training area. During 2023, the implementation of a new manoeuvre procedure began, which involves updates to the manoeuvre catalogue, the organisation of the calendar, and the level of command in each manoeuvre.

In addition, the following guided manoeuvres have been carried out by instructors:

- Incidents with dangerous goods
- Emergency medicine
- Action in suicide attempts
- Forced entry
- Biohazard

As for the special manoeuvres carried out in realistic environments, fire manoeuvres were carried out in underground garages (in which all the Artaza and Derio relief teams took part), surface water rescue (RAS) manoeuvres, in different areas near the different stations and fire manoeuvres in the old town.

As a new development this year, all the relief teams from the Iurreta, Markina-Xemein, Arratzu, and Zalla stations carried out realistic house fire manoeuvres in the historic centres of Durango, Lekeitio, Elantxobe, and Balmaseda respectively. These training sessions, designed with the support of city councils, made it possible to put into practice in the field priority aspects of fire safety such as access and placement with heavy vehicles, the positioning of aerial ladders, hydraulics in complex spaces, or rescues with manual ladders, among other things. The data obtained during the manoeuvres, in addition to training, improves the information available to enable quick decision making by the managers in the event of a real emergency.

## **7.4. Ispaster training area**

The Bizkaia Provincial Council has a training area in Ispaster, where, in addition to the courses and manoeuvres of the SPEIS itself, courses are held for three different groups:

- Emergency services.
- Companies.
- Raising awareness among groups.

In 2023, 83 courses were held that 1,094 people attended. A total of 38 courses have been organised by companies, 16 by the nautical-fishing schools of Portugalete, Bermeo, and Ondarroa, with 29 courses given to the SPEIS.

## **7.5. Working groups**

The service has 14 active working groups, in which operational personnel of all categories participate as instructors and collaborate in the elaboration of procedures, choice of equipment, etc.

Continuing with the aim of ensuring that all staff collaborating as instructors receive the corresponding training in order to homogenise teaching methods, this year another edition of the “Training for Trainers - FOR1” course was given, as well as another edition of the “Training for Educational Coordinators - FOR2” course.

In 2024, the carrying out of at least another For-1 course has been scheduled with the objective that all personnel collaborating as an instructor have received the corresponding training.

Various “technification” courses have also been carried out for the instructors of the different working groups.

## **7.6. Participation in events**

The instructors of the working groups and controls have participated in various congresses and professional events during 2023:

- ENRAT (Rescue in Traffic Accidents National Meeting)
- Rescue Sevilla
- Rescue sessions in Toledo
- Sessions in Béjar
- Rescue days in Alcañiz

## 7.7. RAT Championship

In 2023, an internal traffic accident rescue (RAT) championship was organised with the aim of selecting the team representing the SPEIS of the Bizkaia Provincial Council in the state championship.

A total of nine teams from different stations (Urioste, Zalla, Basauri, Artaza, and Iurreta) were presented, each of them made up of six members: a manager, a health worker, and a technical team of four firefighters.

A team of judges from the Professional Traffic Accident Rescue Association (APRAT) assessed the different extrication manoeuvres. The team with the highest score was awarded a place at the Rescue in Traffic Accidents National Meeting (ENRAT) held in Seville in June.



The challenge consisted of solving a 20-minute manoeuvre against the clock in which a trapped victim has to be rescued. In these manoeuvres, unknown to the teams in advance and which are distributed by drawing lots, there may be cars overturned, mounted on top of each other, or stuck against trees. The judges assess the manager, the technical team, and the medical care received by the victim, in accordance with criteria agreed internationally by the World Rescue Organisation (WRO), a body that rescue services from all over the world form part of and which seeks to improve response standards for this type of emergency. These types of competitions are held all over the world and aim to improve the response of fire services in actual interventions.

The event will take place again in 2024 with the aim of making it an annual highlight of the activities that the SPEIS carry out.

## 8. Logistics and vehicles



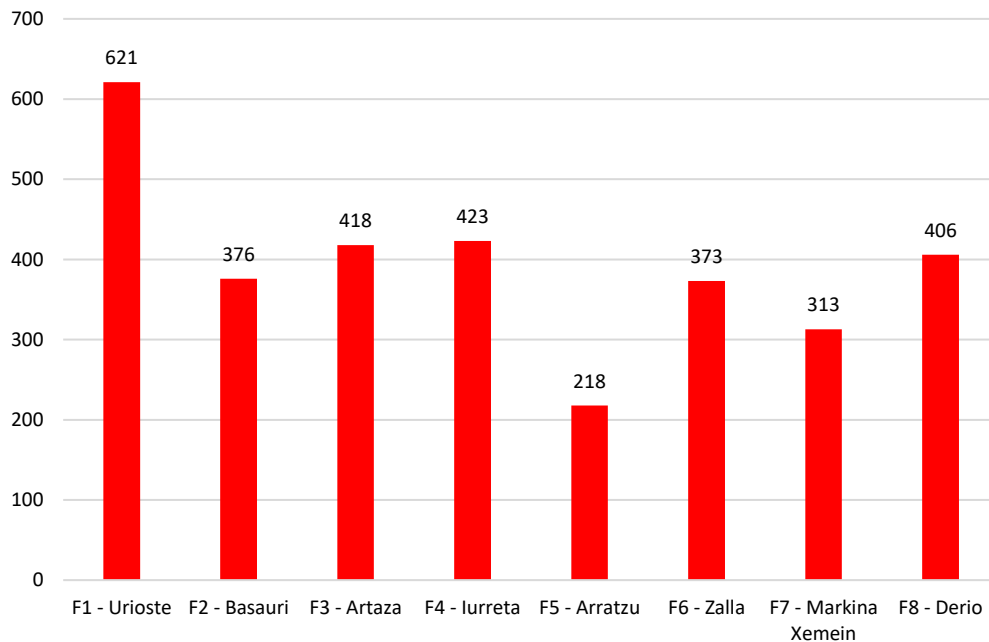
The technical-administrative section manages the logistics and vehicles units and is responsible for maintaining the material resources of the SPEIS.

### 8.1. Logistics unit

The logistics unit is composed of an officer, two maintenance assistants, an administrative assistant and an external service for the maintenance of special equipment.

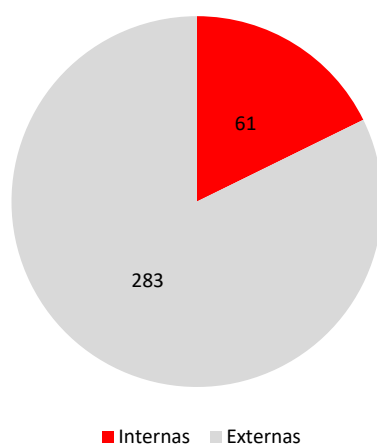
Logistics manages the SPEIS warehouses, acquisitions of material resources and both preventive and corrective maintenance of the different equipment (except vehicles).

3148 requests for assistance from the stations have been resolved. These include requests for consumables, clothing, lost and deteriorated materials, etc. They have been distributed by station as follows:



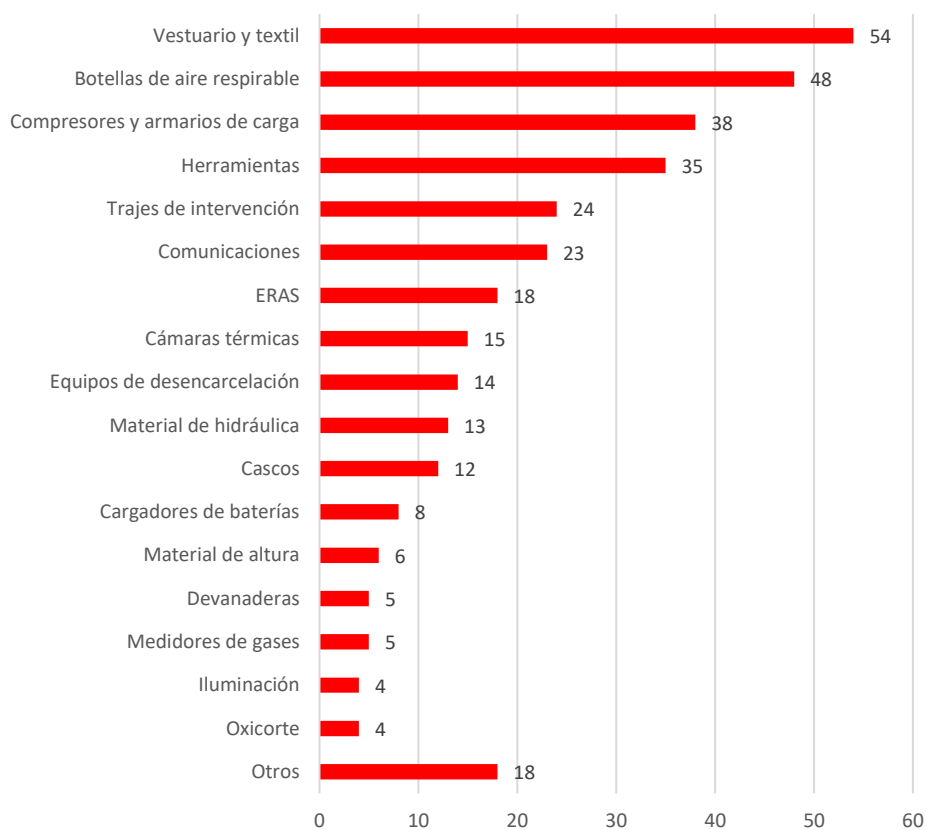
Graph 40 - No. of requests for assistance resolved by the logistics unit (by station)

Regarding corrective maintenance, a total of 344 equipment repairs have been successfully carried out during the year. 61 of them have been carried out by personnel from the unit and the remaining 283 through external suppliers.



Graph 41 - Distribution of repairs made in the logistics unit

These repairs have covered virtually all types of equipment available in the SPEIS, distributed as follows:



Graph 42 - Managed repairs by type

In addition, the unit is responsible for the preventive maintenance of equipment according to the work plan established by an equipment preventive maintenance procedure. During

2023, over 1,500 preventive maintenance operations were carried out, including the following:

| EQUIPMENT                         | MAINTENANCE CARRIED OUT |
|-----------------------------------|-------------------------|
| Masks                             | 782                     |
| Harnesses                         | 155                     |
| Regulators                        | 168                     |
| Bottles of breathable air         | 366                     |
| Breathable air compressors        | 11                      |
| Level 3 chemical protective suits | 15                      |

## 8.2. Vehicles unit

As of 31 December 2023, the SPEIS vehicle unit manages a fleet of 100 vehicles formed by 63 heavy vehicles and 37 light vehicles, as well as 40 trailers and containers of different types, distributed between eight fire stations and five stations of volunteers and civil protection volunteers.

46 changes of tyres and fixed punctures, 123 ITV (mandatory vehicle inspection) appointments and 140 programmed maintenance tasks have been managed, distributed as follows:

|                                       | BUP | BUM | BNP | BFP | AEA | FUV | GR | TT | Light | ITUR | Trailers | TOTAL |
|---------------------------------------|-----|-----|-----|-----|-----|-----|----|----|-------|------|----------|-------|
| Chassis maintenance                   | 6   |     | 3   | 5   | 5   | 4   | 3  | 9  | 13    | 2    |          |       |
| Allison automatic gearbox maintenance | 9   |     | 4   |     | 9   | 6   |    |    |       |      |          |       |
| Ladder maintenance                    |     |     |     |     | 10  |     |    |    |       |      |          |       |
| Crane hook maintenance                |     |     |     |     |     |     | 3  |    |       |      |          |       |
| Pump maintenance                      | 17  | 2   | 7   | 9   |     |     |    |    |       | 6    | 8        |       |
| Subtotal                              | 32  | 2   | 14  | 14  | 24  | 10  | 6  | 9  | 13    | 8    | 8        | 140   |

Throughout 2023, a total of 469 requests to the workshop for action have been managed, distributed as follows:

| Group     | Concepts                                                                      | Quantity |
|-----------|-------------------------------------------------------------------------------|----------|
| Group 3   | SPEIS vehicles. Cars, SUVs, vans, trucks, and trailers                        | 81       |
| Group 4.1 | Trucks - Chassis and electromechanical unit                                   | 125      |
| Group 4.2 | Lorries - Bodywork                                                            | 39       |
| Group 4.3 | Trucks - Automatic gearboxes (Allison)                                        | 28       |
| Group 5.1 | Aerial ladders, fire extinguishing pumps, and generators                      | 93       |
| Group 5.2 | Cranes, container hooks, containers, platforms, and other hydraulic equipment | 7        |
| Group 7   | Specialised vehicle cleaning and disinfection treatments                      | 96       |

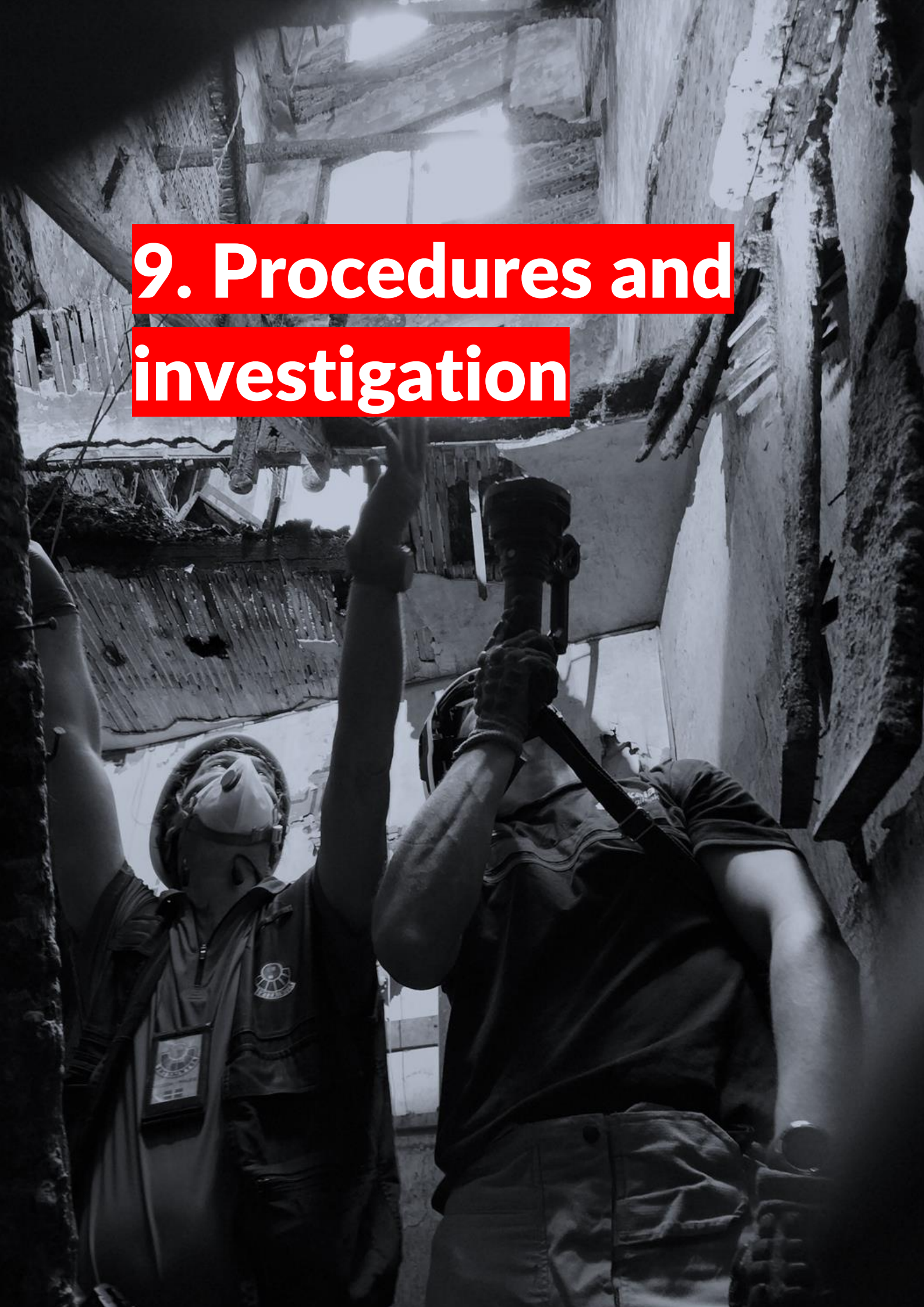
|       |  |     |
|-------|--|-----|
| TOTAL |  | 469 |
|-------|--|-----|

Refurbishment and upgrading of several vehicles including B2, B4, and B6 (Jacinto, Portugal), fitting of salt spreader trailer to TT7 and fitting of a roof rack to TT4.

Work is being carried out on the implementation of a new IT system for the management of vehicles and their incidents, which is currently already operating on a pilot basis in the Urioste station.



## 9. Procedures and investigation



The SPEIS has a procedures unit, made up of two sub-inspectors and one official, and dependent on the Prevention, Training and Civil Protection Section, dedicated to the analysis of accidents and the preparation and implementation of the procedures that determine the guidelines for action in the SPEIS.

## **9.1 Procedures and protocols**

During 2023, procedures have been approved, prepared by the procedures unit with the collaboration of the SPEIS working groups in which personnel from all categories participate:

### **POS Traffic accidents**

Operational procedure that determines the interventions in traffic accidents, the automatic mobilisation of resources and the guidelines for action by the intervening crews.

### **POS Mobilisation of the Provincial Social Emergencies Service**

Operating procedure explaining the functions of the SFUS, the situations in which it should be activated via the SPEIS and the mobilisation method.

### **PGP Psychological support for those involved in interventions**

Procedure that establishes the criteria for the activation of psychological assistance and support in crisis, fulfilling the following aims:

- Standardising its deployment so that it is carried out whenever one of the critical incident scenarios described below occurs.
- Minimising mobilisation time, as it affects the type of intervention to be carried out.

### **PGP Conducting manoeuvres**

Procedure that determines the planning, the manner of execution and the correct supervision of the manoeuvres within the annual programme.

### **PGP Reporting and reports**

Procedure that establishes the process to be followed when developing and completing intervention reports submitted to third parties. Documentary records are kept by all the managers present at the interventions carried out, and reports are drawn up when requested by individuals, courts, etc., on these interventions.

### **PGA Preventive maintenance of equipment**

Procedure establishes the guidelines for preventive maintenance of SPEIS material resources (except vehicles). Its aim is twofold: to ensure the safety of operational personnel and the efficiency of available resources.

#### **PGA Quality Manual**

The purpose of this document is to define the Quality and Emergency Management System (SGCE) of Bizkaia Prest and the logistics area. This SGCE aims to ensure that the communication and coordination services offered by Bizkaia Prest and the maintenance services provided by the logistics area comply with the applicable requirements and allow stakeholders to be satisfied as far as possible.

#### **PGA Continuous improvement**

Procedure that includes the management of different SGCE tools for the continuous improvement of the system and the services provided: management of non-conformities, management of corrective, preventive, and improvement actions, management of internal audits and measurement of satisfaction.

#### **Systematic PBPs on duty at Bizkaia Prest**

Bizkaia Prest is the Comprehensive Emergency Management Centre of the Bizkaia Provincial Council and as such, it operates 24 hours a day, every day of the year. The centre has staff and material resources to help carry out work. This procedure details the actions that must be carried out routinely to guarantee the operability of Bizkaia Prest.

#### **PBP Bizkaia Prest Contingency Plan**

The aim of this document is to assess the risks that jeopardise the proper functioning of BP and to establish actions to ensure business continuity in the event that these risks materialise.

At the end of the year, there were another 13 operational and service management procedures in a different phase of preparation in this area.

With the aim of having the entire system of SPEIS procedures updated in both Basque and Spanish, during 2023, all the procedures published have also been drawn up in Basque. In addition, several previous procedures that were only in Spanish have been published in Basque, bringing the total number of procedures published in Basque to 20. In 2024, the objective of making the SPEIS document system completely bilingual will be achieved.

## **9.2 Analysis of interventions**

Launched in 2022, work has continued on the procedure to systematise the analysis of interventions and the feedback on the experience (RETEX) to operations. In 2023, analysis and work was carried out in several workshops on the following interventions:

- Forest fire in Balmaseda.
- Storage unit fire in Algorta.
- Fire in a detached house in Elorrio.
- House fire in Busturia.
- Forest fire in Galdakao.
- Leakage of hazardous materials in Ugaldebieta 2007 (case study).
- Hydrofluoric acid leak (case study).

The results of these interventions have been shared and discussed in four meetings with middle and higher managers and have been made available to all staff on the SPEIS intranet.

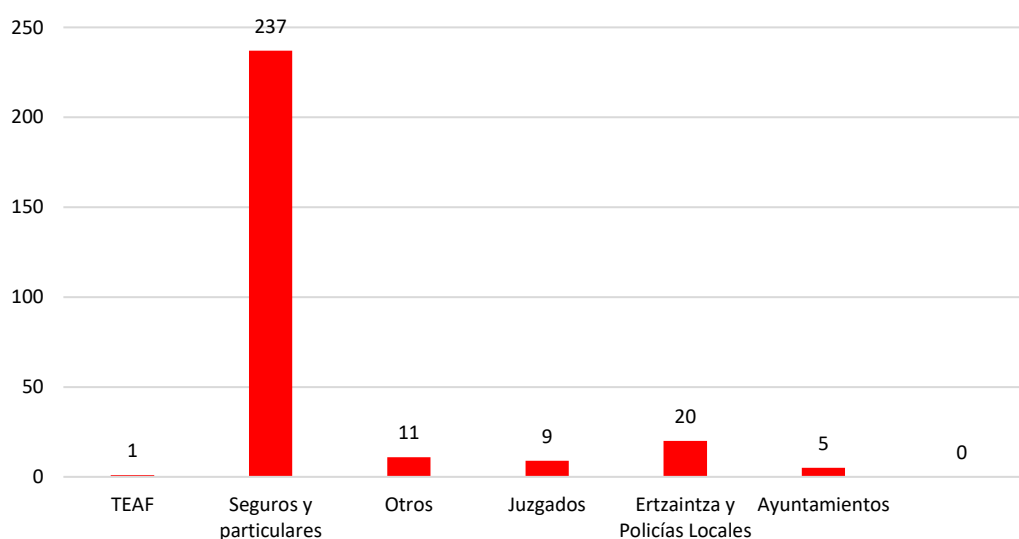
### 9.3. Investigation of fires

During 2023, managers from the Procedures unit have continued to receive training in the investigation of fires at the Basque Academy of Police and Emergencies together with agents from the Scientific Police and managers from other SPEIS.

The area's team has collaborated with agents of the Scientific Police in several investigations of fires in which they had previously intervened. This collaboration has involved providing detailed information on the interventions, joint visual inspections, and logistical support for additional inspections.

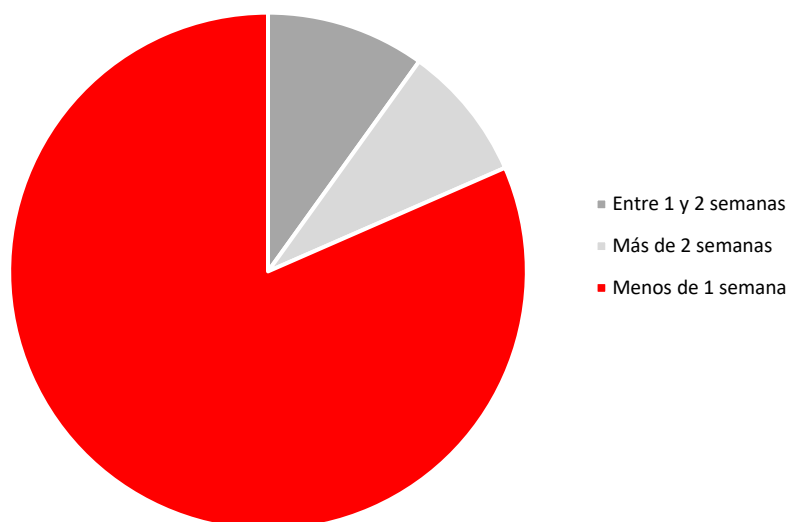
### 9.4. Preparation of reports

The procedures unit prepares intervention reports at the request of individuals, police, city councils, and courts, among others. During 2023, 283 reports have been issued.



Graph 43 - Reports made in 2023, by type of petitioner

The average response time was 5.7 calendar days. Some 81.6% of requests were resolved in less than one week (8% more than in the previous year) and only 8.5% were delayed by more than two weeks (reducing this delay by 5% compared to 2022). All these delays have been due to the fact that they were particularly complex interventions or investigations in which the necessary data was missing, which required the gathering of additional information from the personnel involved.



Graph 44 - Response time to requests for reports



# Annexes



**Annex I: Interventions by municipality**

|                                     | FIRES | RESCUES | TECHNICAL ASSISTANCE | TOTAL |
|-------------------------------------|-------|---------|----------------------|-------|
| Abadiño                             | 16    | 34      | 23                   | 73    |
| Abanto-Zierbena/Abanto and Ciervana | 26    | 24      | 56                   | 106   |
| Ajangiz                             | 2     | 1       | 3                    | 6     |
| Alonsotegi                          | 9     | 14      | 9                    | 32    |
| Amorebieta-Etxano                   | 44    | 36      | 40                   | 120   |
| Amoroto                             |       |         | 4                    | 4     |
| Arakaldo                            | 1     | 4       | 1                    | 6     |
| Arantzazu                           | 1     | 1       | 4                    | 6     |
| Areatza                             | 4     | 3       | 4                    | 11    |
| Arrankudiaga-Zollo                  | 9     | 4       | 5                    | 18    |
| Arratzu                             | 5     | 1       | 1                    | 7     |
| Arrieta                             | 1     | 2       | 9                    | 12    |
| Arrigorriaga                        | 42    | 31      | 35                   | 108   |
| Artea                               | 1     | 3       | 6                    | 10    |
| Artzentales                         | 2     | 2       | 4                    | 8     |
| Atxondo                             | 2     | 6       | 17                   | 25    |
| Aulesti                             | 1     | 1       | 4                    | 6     |
| Bakio                               | 4     | 13      | 10                   | 27    |
| Balmaseda                           | 15    | 18      | 17                   | 50    |
| Barakaldo                           | 223   | 313     | 203                  | 739   |
| Barrika                             | 11    | 7       | 11                   | 29    |
| Basauri                             | 92    | 115     | 99                   | 306   |
| Bedia                               | 9     | 5       | 13                   | 27    |
| Berango                             | 20    | 14      | 38                   | 72    |
| Bermeo                              | 28    | 51      | 31                   | 110   |
| Berriatua                           | 2     | 4       | 11                   | 17    |
| Berriz                              | 6     | 17      | 14                   | 37    |
| Bilbao                              | 1     | 12      | 1                    | 14    |
| Busturia                            | 3     | 7       | 13                   | 23    |
| Derio                               | 20    | 31      | 30                   | 81    |
| Dima                                | 7     | 5       | 8                    | 20    |
| Durango                             | 33    | 43      | 52                   | 128   |
| Ea                                  |       | 3       | 5                    | 8     |
| Elantxobe                           | 1     | 8       | 1                    | 10    |
| Elorrio                             | 13    | 16      | 30                   | 59    |
| Erandio                             | 43    | 90      | 88                   | 221   |
| Ereño                               |       |         | 1                    | 1     |
| Ermua                               | 19    | 25      | 19                   | 63    |
| Errigoiti                           | 3     | 3       | 3                    | 9     |
| Etxebarri                           | 19    | 17      | 38                   | 74    |
| Etxebarria                          | 4     | 7       | 2                    | 13    |
| Forua                               | 2     |         | 6                    | 8     |
| Fruiz                               | 1     | 3       | 5                    | 9     |
| Galdakao                            | 78    | 96      | 103                  | 277   |
| Galdames                            | 7     | 10      | 6                    | 23    |
| Gamiz-Fika                          | 4     |         | 15                   | 19    |

|                                | FIRES | RESCUES | TECHNICAL ASSISTANCE | TOTAL |
|--------------------------------|-------|---------|----------------------|-------|
| Garai                          | 2     | 1       | 4                    | 7     |
| Gatika                         | 4     | 1       | 5                    | 10    |
| Gautegiz Arteaga               | 3     | 4       | 4                    | 11    |
| Gernika-Lumo                   | 25    | 25      | 40                   | 90    |
| Getxo                          | 117   | 172     | 211                  | 500   |
| Gizaburuaga                    |       |         | 2                    | 2     |
| Gordexola                      | 7     | 11      | 11                   | 29    |
| Gorliz                         | 13    | 17      | 24                   | 54    |
| Gueñes                         | 22    | 21      | 22                   | 65    |
| Ibarrangelu                    | 5     | 7       | 5                    | 17    |
| Igorre                         | 13    | 4       | 14                   | 31    |
| Ispaster                       | 2     | 3       | 3                    | 8     |
| Iurreta                        | 13    | 15      | 17                   | 45    |
| Izurtza                        | 1     |         | 1                    | 2     |
| Karrantza Harana/Valle De      | 17    | 4       | 23                   | 44    |
| Kortezubi                      | 5     | 2       | 1                    | 8     |
| Lanestosa                      | 2     | 1       |                      | 3     |
| Larrabetzu                     | 7     | 3       | 14                   | 24    |
| Laukiz                         | 1     | 2       | 7                    | 10    |
| Leioa                          | 63    | 65      | 90                   | 218   |
| Lekeitio                       | 25    | 26      | 30                   | 81    |
| Lemoa                          | 14    | 11      | 9                    | 34    |
| Lemoiz                         | 2     | 5       | 13                   | 20    |
| Lezama                         | 10    | 18      | 18                   | 46    |
| Loiu                           | 13    | 5       | 46                   | 64    |
| Mallabia                       | 16    | 3       | 11                   | 30    |
| Mañaria                        | 3     | 3       | 7                    | 13    |
| Markina-Xemein                 | 14    | 18      | 16                   | 48    |
| Maruri-Jatabe                  | 2     | 4       | 9                    | 15    |
| Mendata                        | 1     | 1       | 1                    | 3     |
| Mendexa                        | 3     | 3       | 4                    | 10    |
| Meñaka                         | 4     | 2       | 7                    | 13    |
| Morga                          | 2     | 2       | 1                    | 5     |
| Mundaka                        | 4     | 8       | 13                   | 25    |
| Mungia                         | 42    | 39      | 82                   | 163   |
| Munitibar-Arbatzegi-Gerrikaitz | 5     | 3       | 5                    | 13    |
| Murueta                        | 3     | 2       | 1                    | 6     |
| Muskiz                         | 24    | 38      | 15                   | 77    |
| Muxika                         | 6     | 11      | 8                    | 25    |
| Nabarniz                       | 1     | 1       | 4                    | 6     |
| Ondarroa                       | 23    | 21      | 10                   | 54    |
| Orozko                         | 7     | 22      | 13                   | 42    |
| Ortuella                       | 33    | 28      | 29                   | 90    |
| Otxandio                       | 4     | 2       | 3                    | 9     |
| Plentzia                       | 8     | 11      | 25                   | 44    |
| Portugalete                    | 83    | 101     | 96                   | 280   |
| Port of Bilbao                 |       |         | 265                  | 265   |
| Santurtzi                      | 88    | 121     | 103                  | 312   |
| Sestao                         | 77    | 78      | 50                   | 205   |
| Sondika                        | 15    | 19      | 31                   | 65    |

|                             | FIRES       | RESCUES     | TECHNICAL ASSISTANCE | TOTAL       |
|-----------------------------|-------------|-------------|----------------------|-------------|
| Sopela                      | 22          | 31          | 37                   | 90          |
| Sopuerta                    | 2           | 11          | 19                   | 32          |
| Sukarrieta                  | 2           | 1           | 3                    | 6           |
| Trucios-Turtzioz            |             | 1           | 4                    | 5           |
| Ubide                       |             | 1           |                      | 1           |
| Ugao-Miraballes             | 14          | 12          | 4                    | 30          |
| Urduliz                     | 19          | 10          | 32                   | 61          |
| Urduña/Orduña               | 13          | 16          | 7                    | 36          |
| Valle de Trápaga/Trapagaran | 87          | 67          | 48                   | 202         |
| Zaldibar                    | 12          | 14          | 10                   | 36          |
| Zalla                       | 37          | 21          | 40                   | 98          |
| Zamudio                     | 19          | 24          | 24                   | 67          |
| Zaratamo                    | 7           | 7           | 9                    | 23          |
| Zeanuri                     | 4           | 24          | 5                    | 33          |
| Zeberio                     | 5           | 3           | 11                   | 19          |
| Zierbena                    | 14          | 14          | 20                   | 48          |
| Ziortza-Bolibar             | 2           | 1           | 4                    | 7           |
|                             |             |             |                      |             |
| Araba                       | 4           | 10          |                      | 14          |
| Cantabria                   | 1           | 1           |                      | 2           |
| Gipuzkoa                    | 1           | 6           |                      | 7           |
|                             |             |             |                      |             |
| <b>TOTAL</b>                | <b>1953</b> | <b>2339</b> | <b>2798</b>          | <b>7090</b> |

## Annex II: Services by type of incident and intervention

|                                           | WITH AN INTERVENTION | FALSE ALARM | WITHOUT AN INTERVENTION | TOTAL       |
|-------------------------------------------|----------------------|-------------|-------------------------|-------------|
| <b>FIRES</b>                              | <b>1057</b>          | <b>459</b>  | <b>437</b>              | <b>1953</b> |
| Structural fire                           | 347                  | 217         | 172                     | 736         |
| Outdoor fire                              | 529                  | 115         | 166                     | 810         |
| Forest fire                               | 126                  | 87          | 81                      | 294         |
| Industrial fire                           | 55                   | 40          | 18                      | 113         |
| <b>RESCUES</b>                            | <b>1002</b>          | <b>114</b>  | <b>1225</b>             | <b>2341</b> |
| Aviation accident                         | -                    | 0           | 1                       | 1           |
| Traffic accident                          | 241                  | 27          | 270                     | 538         |
| Surface water rescue                      | 15                   | 3           | 17                      | 35          |
| Suicide threat                            | 26                   | 12          | 138                     | 176         |
| High-risk entry                           | 401                  | 57          | 629                     | 1087        |
| Search and rescue in collapsed structures | 0                    | 0           | 1                       | 1           |
| Dangerous goods                           | 6                    | 1           | 3                       | 10          |
| Rural and mountain search and/or rescue   | 132                  | 4           | 84                      | 220         |
| Other rescue or salvage of person/animals | 181                  | 10          | 82                      | 273         |
| <b>TECHNICAL ASSISTANCE</b>               | <b>2284</b>          | <b>39</b>   | <b>473</b>              | <b>2796</b> |
| Gas leak                                  | 104                  | 22          | 52                      | 178         |
| Pumping/drainage                          | 69                   | 3           | 41                      | 113         |
| Road clearing                             | 163                  | 1           | 18                      | 182         |
| Neutralisation of bees and wasps          | 953                  | 4           | 157                     | 1114        |
| Prevention checkpoint                     | 278                  | 0           | 23                      | 301         |
| Removal of wildlife specimens             | 14                   | 0           | 5                       | 19          |
| Tree removal                              | 236                  | 1           | 52                      | 289         |
| Making buildings safe                     | 394                  | 5           | 88                      | 487         |
| Water supply                              | 4                    | 0           | 0                       | 4           |
| Spill                                     | 3                    | 0           | 1                       | 4           |
| Other technical assistance                | 66                   | 3           | 36                      | 105         |
| <b>Overall total</b>                      | <b>4343</b>          | <b>612</b>  | <b>2135</b>             | <b>7090</b> |



