



2025

ACTIVITY REPORT

 **Bizkaia**
suhiltzaileak



2025 Activity Report
Directorate-General for Emergencies
Bizkaia Provincial Council

Table of Contents

1.

INTRODUCTION	6
ORGANISATION	12
SUSTAINABILITY STRATEGY	26
INVESTMENTS.....	28
INTERVENTIONS	36
PREVENTION	78
TRAINING.....	86
LOGISTICS AND VEHICLES	94
PROCEDURES AND INVESTIGATION	98
ANNEXES.....	103

Executive Summary

1

A total of 6,640 call-outs were made: 1,714 fires, 2,338 rescues and 2,588 technical assistance operations.

2

The station with the highest number of first response call-outs was Urioste (2,125 call-outs, 32% of total call-outs), followed by Artaza (1,159 call-outs) and Basauri (1,044 call-outs).

3

The municipality in which the most interventions were carried out was Barakaldo (374 interventions), followed by Getxo (302), Portugalete (205), Santurtzi (165), Basauri (158), Sestao and Galdakao (both with 124).

4

There were 5.42 interventions per 1,000 inhabitants.

5

The daily average number of interventions was 12.10, and the median (the most frequently occurring number) was 7 interventions per day (34 days in 2025 had this number of interventions).

6

The day with the highest number of interventions was 28 April (48 interventions), when a widespread blackout across the Iberian Peninsula left dozens of people trapped in lifts who had to be rescued.

7

Once again, the SPEIS was mobilised outside our area of operation to collaborate with other administrations. A contingent travelled to León in August to help respond to the wave of major forest fires that occurred across the peninsula.

Of the 6640 services provided by the SPEIS of Bizkaia, intervention was necessary on 4418 occasions (66.54% of the total). The rest of the services included false alarms (6.58%) and actual situations where the intervention of the SPEIS was not required (26.88%).

8

The Directorate-General for Emergencies has a workforce of 442 posts.

9

The SPEIS operates a fleet of 104 vehicles (65 heavy and 39 light). In 2025, a heavy forest fire engine, a utility van and a personnel transport van were replaced.

10

In 2025, improvement works of varying scale were carried out at SPEIS stations at a cost of almost two million euros. The main work was the complete renovation of the Markina station.

11

Among the most notable investments of the year were technical search equipment, thermal cameras, fireproof skirts for forest fire engines and specific safety footwear for water rescues.

12

01

Introduction

As in previous years, we must begin this report with two decisive events that took place in the past year. On the one hand, the forest fires that occurred in various parts of the country in August last year and, on the other, the blackout on 28 April, which caused a total power outage in our Historical Territory and virtually throughout the entire country.

With regard to the first event mentioned, eight people died throughout the country according to data provided by various sources. The most significant fires, in terms of area and number of victims, were in Castile and León, with 143,880 hectares affected, and Galicia, with 118,966 hectares affected. To give an idea of the scale, the most serious forest fire in Bizkaia in the last 30 years affected around 450 hectares (Balmaseda and Zalla on 23, 24 and 25 October 2022). This is not an isolated case, rather, year after year, these unfortunate figures dominate media coverage every summer.

The Bizkaia Provincial Council set up an operation to respond to these fires in northern Castile and León, once assistance had been requested through the existing activation mechanisms for inter-territorial solidarity. The resources were deployed on 18 August and included 45 volunteers from our Fire Prevention, Extinction and Rescue Service (15), the Mountains Service (10) and the provincial public company Basalan (20), supported by 18 vehicles. This response formed part of a broader operation involving the other Provincial Councils and provincial capitals. We cannot help but express our gratitude for the selfless cooperation of those who participated in the response and those who helped prepare the

operation. We also believe it is necessary to highlight two points. Firstly, we only respond to requests from institutions that will incorporate us into their systems; in other words, we do not act independently. Secondly, these requests must be made in advance, so that what happened to us does not happen again, namely that we should have arrived much earlier in order to deploy all our resources. We understand that it is not easy for those who have to coordinate and manage these actions, but it is necessary to take account of the variables of time and resources to be mobilised from the very first minute of the emergency. This will help reduce damage and improve the perception of how these types of incidents are managed.

The second of these occurred on Monday 28 April at 12:33 and caused a power outage that seriously affected, among other things, the provision of public services and communications. It should be noted that the Basque emergency response system was able to continue operating because it had TETRA communications (which did not fail at any point) and, in addition, the emergency generators in our provincial fire stations were activated and were able to support the main activities throughout the incident. However, one of our main problems was that citizens were unable to contact 112 because they had no telephone coverage.

Both incidents have led us to consider whether our response to this type of emergency is adequate and, if not, or if it could be improved, what we can do in this regard.

In relation to forest fires, we believe that we must further develop the measures already available to us. Essentially technical resources, knowledge and skills. All provincial stations have forest fire engines in perfect working order, several of which have been recently replaced. In addition, there is a helicopter that supports firefighting work and two bulldozers (from the provincial public company Basalan), both operated by personnel highly experienced with these types of situations. None of this would be of any use without people who have the knowledge and training to deal with these types of situations. However, there is no limit to this and improvement is always possible. That said, we believe we are on the right path, integrating into provincial operations people with sufficient expertise to deal with this type of emergency safely and effectively (SPEIS, the Provincial Mountains Service and Basalan).

With regard to the blackout, its consequences have led us to ask some basic questions about whether the response was positive or negative (the functioning of communications, of our stations, of public services in general, etc.). In order to answer these questions in a systematic and structured way, work was carried out during 2025 to propose the implementation of a provincial plan to improve the resilience of those processes considered critical, insofar as this can be done efficiently. This affects not only our SPEIS and Bizkaia Prest, but the Bizkaia Provincial Council as a whole. We hope that progress can be made on this provincial plan during 2026.

On another note, as in previous years, the Bizkaia Provincial Council remains committed to providing a quality public service to the people who live or work in Bizkaia or visit there. This commitment required a budget allocation of 37.7 million euros in 2025, up 0.11% on 2024. This funding has enabled us to meet our needs and we have worked tirelessly to do so efficiently.

Another important event in 2025 was the approval by the General Assemblies of Bizkaia of Provincial Regulation 8/2025, of 29 December, Approving the Application and Development of the Regulation Governing the Fee for the Provision of Fire Prevention, Firefighting And Rescue Services. This fee has represented, and will continue to represent, a very small amount of revenue compared with the cost of providing this service (approximately 0.5% of the total cost).

It is clear that how fees for providing this type of service are determined involves a degree of discretion, depending on prevailing circumstances of each local authority. In addition, qualitative variables also apply, such as the empathy that one wishes to show towards those affected. Therefore, what has been approved is one solution, not the only solution, which has advantages and disadvantages, but which can help adapt both in substance and form to the current situation, showing empathy and sensitivity towards people, animals and the environment.

The previous Provincial Decree regulating these fees dated from 1990 and was last revised in 2013 in order to exclude the removal of Asian hornet nests. It had not been revised for more than ten years, and most of its provisions dated back between 20 and 30 years. As a result, some of the taxable events giving rise to fees and the amounts of those fees were outdated, making a comprehensive revision necessary.

The new Provincial Regulation establishes a simplified calculation method for fees and adapts the taxable events to the different types of emergencies/incidents to be attended by the fire brigade of the Bizkaia Provincial Council. An effort has been made to establish a sound framework identifying which interventions should be subject to fees and which should not, while also introducing a standardised method for calculating those fees based on the human and material resources to be deployed in interventions, so that they do not depend on the particular circumstances at the time or on the discretion exercised by service command staff when mobilising or demobilising resources. The calculation has also been corrected so that liable persons are not penalised depending on where in the Historical Territory the intervention takes place.

As relevant points to be taken into account in this Provincial Regulation on fees, the following aspects have been considered:

- No charge will be made for searches and rescues of living or deceased persons, fires occurring in residential dwellings, forest fires, fires involving street furniture and rubbish containers, or emergencies involving animals. In general, the aim is for life-saving actions or those with a strong emotional and social impact to remain exempt, except in cases of gross negligence, intentional conduct or where there is an obligation to have insurance.
- Fees are calculated on the basis of actual intervention times and the means and resources to be deployed, as established in the Service's procedures. Travel times to the place of intervention are not taken into account.

In terms of operational data, there was a slight drop in the total number of "call-outs", breaking the upward trend of recent years. We recorded 3.59% fewer call-outs than in 2024, totalling 6,640 call-outs, in other words, 247 fewer than in 2024. There appears to be a slight

downward trend compared with recent years. The main reason for this lies in the reduction in non-urgent call-outs (Asian hornet nests, making buildings safe, tree removal, etc.).

Fire call-outs decreased by 3.76%, rescues increased by 3.27% (bringing them back to a level similar to 2023) and technical assistance decreased by 8.94%.

The actual number of interventions in 2025 was 4,418, up 1.73% on 2024. This once again corrects the aforementioned decrease in the number of call-outs and confirms the trend of previous years of a slight annual increase in the number of interventions.

The most telling figure is that in 66.54% of call-outs (2/3), intervention by our Service was actually required, a similar percentage and in line with the upward trend seen in 2024.

In terms of personnel, we have completed the selection processes for:

- Bizkaia Prest operators, with eight men joining the service
- maintenance assistants for our logistics area, with two men joining the service
- four sergeants, with three men and one woman joining the service

It is also worth highlighting that in November 2025, 39 posts for firefighter/drivers and 28 for corporals were announced. This represents a more than considerable effort for our organisation in particular and for the Provincial Council in general, because of the management and dedication required from the people collaborating in these processes to ensure that they proceed as they should. These recruitment processes are necessary in order to have an organisational structure adapted and updated to our needs and to the requirements imposed by the current Law on SPEIS services. The Bizkaia Provincial Council maintains its commitment to having the necessary people in place to provide the best public service to Bizkaia.

It is also worth highlighting the Bizkaia Provincial Council's commitment to equality between men and women by promoting the incorporation of women. This is to be accomplished while maintaining a balance so that there is no disparity between the positive discrimination measures to be adopted and the current social reality, which, while entailing a shift to encourage the incorporation of women into the SPEIS, must be done in a progressive manner. To this end, the First Plan for the Promotion of Women in the SPEIS was drawn up and approved by the Governing Council on 22 May 2025.

This initiative reflects an ethical commitment and strict compliance with Law 12/2023, of 23 November, on Fire Prevention, Firefighting and Rescue Services in the Basque Country.

The main aim of this Plan is to address the under-representation of women, who initially accounted for 4.32% of the total workforce. To this end, a 10% quota for women is established in open recruitment procedures with more than three vacancies (firefighters, sergeants, officers and inspectors), provided that training requirements and the established score limits are met (with the score differential not exceeding 15%). In addition, a 10% quota is established in reserve list appointments.

This first promotion plan is the initial stage of a long-term strategy. Once the foundations have been laid to increase the physical presence of women in the service, the following strategic steps will be:

- Equality Diagnosis in the SPEIS: not only will access be analysed, but also organisational culture, working conditions and the perception of equality within the SPEIS, both qualitatively and quantitatively.
- Specific Equality Plan in the SPEIS: The results of the diagnosis will make it possible to move from a “Promotion” Plan towards a comprehensive Equality Plan.

With regard to Bizkaia Prest, significant progress has been made in implementing improvements and continuing the migration process to a more accessible and customisable platform with the support of our provincial IT company (Lantik). We are now in the final phase of this latter process, as planned. This will provide technological self-sufficiency, enabling us to “shield” our platform and ensure that it is of the highest standard.

As part of our sustainability strategy, we would like to highlight that we have updated our 2022-2024 sustainability strategy with a new one covering 2025-2027. The new strategy is a continuation of the previous strategy and sustainability remains a key consideration in SPEIS management. This strategy has sought, and continues to seek, to integrate sustainability as a further aspect of service management. We remain focused on limiting the impact of our interventions by renewing and implementing operational procedures, as well as on developing the training area of the future, one that realistically recreates interventions while also doing so sustainably. This also includes improving the environmental efficiency of our stations by using aerothermal energy instead of liquefied petroleum gas, as has been implemented at the Basauri and Markina-Xemein stations. In addition, 51% of the electrical energy we need has been generated, despite the fact that the solar panels at the Markina-Xemein station were inoperative during 2025 due to the comprehensive renovation works carried out there.

We have also added a new plug-in hybrid personnel transport van and electric chargers are now available at all stations.

With regard to the Ispaster Training Area, it should be noted that this remains an outstanding issue. We have an implementation project for the first phase of renovation works for the training area, which is pending budget allocation in order to proceed. However, the difficulty lies in the development and implementation of a new governance model for it, involving other institutions whose services also use these facilities. We believe this should be a countrywide project, given that the other SPEIS units also use infrastructure that allows the personnel making up their operational teams to train in a realistic manner. Work is continuing in this regard and we hope to reap some “fruits” in the coming years.

In terms of new equipment, in 2025 we replaced a utility van and a heavy forest fire engine.

As in previous years, 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 14 people who have joined our team. Warm thanks also go to the 6 people who retired in 2025 for all their work over the years, in some cases for a lifetime in the service. We wish you all the best in this new stage of your lives!

We would also like to remember our colleague Alain Sainz Gorbea, who passed away while doing one of the activities he most enjoyed, swimming. This was a truly traumatic event for us and an incalculable loss for his family, his colleagues at the Basauri and Bilbao stations, where he served, and for all of us who make up this Provincial Directorate for Emergencies. We will certainly miss you and remember you as the committed person you were, always ready to help others. We send our sincere condolences to all those affected by this loss, particularly his family and colleagues.

And lastly, we would sincerely like to thank everyone in our organisation once again for their commitment and good work this year. Without any doubt, the best thing about this service is its people.

Eskerrik asko bihotzez!!! Thank you very much!!!

Bizkaia, 2 March 2026

The Director

02

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 (from alert to arrival of the first unit) of 20 minutes and no more than 30 minutes, even in the most unfavourable conditions.

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 812,364 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 across four areas, and their locations are intended to ensure 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 812,364 people (excluding Bilbao) and a surface area of 2,174.6 km², with a total of 407 operational personnel, giving a ratio of 2004.16 inhabitants and 5.34 km² per operational staff member. The breakdown by stations is as follows:

	AREA 1		AREA 2		AREA 3		AREA 4		TOTAL
	URIOSTE	ZALLA	BASAURI	AR-RATZU	ARTAZA	DERIO	IURRETA	MARKINA	
Inhabitants ¹	264,662	32,466	125,074	46,660	174,531	49,910	96,774	25,615	815,692
Surface area (km ²)	131.24	429.50	509.57	278.85	87.38	235.22	296.89	205.96	2,175
Operational personnel	89	39	52	39	58	39	52	39	407
People per operational staff member	2,973.73	832.46	2,405.27	1,196.41	3,009.16	1,279.74	1,861.04	656.79	2,004.16
Km ² /operational staff member	1.47	1.27	9.80	7.15	1.51	6.03	5.71	5.28	5.34

Civil protection volunteer groups

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

¹ The population data in all the tables are those provided by the INE for the year 2025

SPEIS station network



AREA 1

URIOSTE

60 firefighters
12 corporals
3 sergeants
1 officer - zone chief
7 officers - technical areas
7 inspectors
Administration and services
Bizkaia Prest

ZALLA

30 firefighters
6 corporals
3 sergeants

AREA 3

ARTAZA

48 firefighters
6 corporals
3 sergeants
1 officer - zone chief

DERIO

30 firefighters
6 corporals
3 sergeants



AREA 2

BASAURI

42 firefighters
6 corporals
3 sergeants
1 officer - zone chief

ARRATZU

30 firefighters
6 corporals
3 sergeants

AREA 4

IURRETA

42 firefighters
6 corporals
3 sergeants
1 officer - zone chief

MARKINA

30 firefighters
6 corporals
3 sergeants

The Urioste station 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.

In addition to the on-duty staff, in the central services there are five administrative staff, four maintenance assistants, a technical engineer responsible for the vehicle unit, 18 emergency centre operators, a Bizkaia Prest section chief, a head of the Technical-Administrative Section, seven officers, three inspectors, 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.

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 2025, these were the most important actions:

- Training and knowledge transfer continued under the IpSige programme, acquired by Lantik from the company RSB.
- Adaptation of IpSige modules to Lantik’s security criteria using the SONAR tool, followed by resolution of the identified issues.
- Creation of a simulator for training staff entering the Bizkaia Prest Integrated Emergency Management Centre as operators.
- Adaptation of the IpSige programme to the new Provincial Regulation on Fees.
- Connection to Gislur to obtain up-to-date information on industrial estates and companies.
- Modification of the display of the daily duty report.
- Improvements to the leave/change request programme.

In 2025, Bizkaia Prest has managed 14,617 alarms (notifications of incidents or emergencies). The main channel for alarm reception is 112-SOS Deiak (12,407 alarms were received in 2025 via the IT gateway shared with 112-SOS Deiak). Additional alarms were received from other institutions (e.g. police, city councils) or private individuals: 2,210 in total in 2025. Many of these were linked to the protocol for removing Asian hornet nests.

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 word “call-out” is used with an equivalent meaning.

INDICATOR	2024 AVER- AGE
Average alarm handling time (overall)	129 seconds
Average alarm handling time (fires)	110 seconds
Average alarm handling time (rescues)	129 seconds
Average alarm handling time (technical assistance)	169 seconds

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. These figures are audited annually by AENOR within the scope of ISO 9001 and ISO 22320, and Bizkaia Prest is certified under both of these.

The 14,617 alarms managed led to the creation of 6,640 SPEIS services and 538 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 Directorate-General of Emergency Management and Civil Protection has a workforce of 442 positions distributed as shown in the following table.

	Urioste	Basauri	Artaza	Iurreta	Arratzu	Zalla	Markina-Xemein	Derio	Bilbao	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
Officers	8	1	1	1						11
Inspectors	3									3
Head of the Prevention, Training, and Civil Protection Section	1									1
Head of the Station Operations and Management Section	1									1
SPEIS Head of Service	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
Director-General for Emergencies and Executive Secretary									2	2
Administrative, logistics, and vehicle staff	10									10
TOTAL	119	52	58	52	39	39	39	39		442

Incorporation and loss of staff

In 2025, four individuals took up their posts as career civil servants in the Subdirectorate of Emergency Management and Civil Protection of the Bizkaia Provincial Council in the category of sergeant.

Six people retired during the year, four firefighters and two corporals from the Urioste, Derio Arratzu and Markina stations. This is in addition to the firefighter who died at the Basauri station.

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

Competitive transfer procedures

In 2025, a competitive transfer procedure was held. Twenty people applied for the competitive firefighter transfer procedure for 35 posts and three people for the competitive corporal transfer procedure for two posts offered. In addition to these competitions, a further competitive transfer procedure was also held with three posts for sergeants. Two people applied for this.

Selection processes

During 2025, the competitive examination process to fill three officer posts began. Throughout the year, the various exams making up the examination phase were held. Nine people passed the process, of whom the first three will join the SPEIS workforce during 2026 as career civil servants and the other six will make up the reserve list to cover any absences or temporary posts that may arise.

The terms and conditions for filling 39 firefighter posts and 28 corporal posts were published. These terms and conditions included a review of the various tests and modifications were introduced with regard to the commitment to ensuring equal opportunities between men and women. The examinations are scheduled to take place during 2026.

Prior to the publication of the terms and conditions for firefighters and corporals, a competitive transfer procedure was held.

Personnel management

In the area of personnel management, a modification was made to the provincial order on substitutions, allowing corporals during their shift to perform sergeant duties with the corresponding pay difference. This modification is intended to strengthen operations during shifts by providing different tools to cover command posts.

Likewise, after the reserve list from the most recent sergeant examination entered into force in 2024, the absences arising within the group have been offered to candidates on the reserve list. The vacancies offered were filled entirely by corporals who took and passed the competitive sergeant examination.

During September, a new course began to join the firefighter reserve list. This course, which ended in December, increased the reserve list by a further 25 people.

2.4. Coordination of stations

Monthly coordination meetings with area heads have continued. The aim of these meetings is to standardise criteria and ways of working, as well as to develop projects jointly. Among the main challenges, we would like to highlight the work promoted by the Basauri station to provide a multi-purpose trolley allowing different materials to be moved more quickly. This

project was tested in 2025 at the Basauri station for subsequent implementation in the remaining stations.

- Unify criteria on matters such as personnel management and shift organisation.
- Propose improvements to optimise the management and operation of the stations.
- Informing staff

Regular meetings are also held with different management categories (sergeants and officers) in order to standardise criteria in aspects such as personnel management and work organisation during shifts, where they are informed of developments in the service in related matters such as planned works, the introduction of new materials or the status of competitive examinations.

2.5. Plan for the promotion of women in the SPEIS

In 2025, the Bizkaia Provincial Council took an important step forward in equality with the approval of the First Plan for the Promotion of Women in the SPEIS, approved by the Governing Council on 22 May 2025. This initiative not only reflects an ethical commitment, but also strictly complies with Law 12/2023, of 23 November, on Fire Prevention, Firefighting and Rescue Services in the Basque Country.

Valid from 2025-2027, this Plan responds to the mandate of Law 12/2023, of 23 November, and forms part of a progressive strategy to move towards balanced representation of women in the Service's workforce. The benchmark target is the minimum threshold of 33% provided for in the regulation for applying equality measures in selection processes, which is intended to be reached gradually through sustained action over time.

The main aim is therefore to correct the under-representation of women, who initially accounted for 4.32% of the total workforce (21 women out of 486 staff), and just 1.79% in the Firefighter/Driver category (seven women out of 391 staff).

The plan is based on three strategic pillars of intervention:

Pillar I: Good governance

Objective: Mainstreaming the gender perspective in service management and communication.

Key actions: Achieve at least 70% of SPEIS staff trained in equality and 100% of command staff within the first two years, and ensure that 50% of external communications include the presence of women firefighters.

Pillar II: Access

Reservation of Places: A 10% quota for women is established in open recruitment procedures with more than three vacancies, provided that training requirements and the established score limits are met (with the score differential not exceeding 15%).

Interim Appointment Reserve List: 10% reserve in reserve list appointments.

Training: As an access guarantee, three additional places reserved exclusively for women are added to each 24-person training course (27 in total), facilitating their inclusion on the reserve list for interim appointments.

Pillar III: Career Development and Progression

Staff Promotions: Adaptation of scales and minimum marks with a gender perspective, including criteria for compensation in cases of pregnancy, maternity/paternity or care leave.

Guarantees: possibility of modifying the time or place of examinations in cases of documented pregnancy or childbirth.

This first promotion plan is conceived as the initial stage of a long-term strategy. Once the foundations have been laid to increase the physical presence of women in the service, the following strategic steps will be:

- Assessment of Equality in the SPEIS: During 2026, an equality assessment will be carried out analysing not only access, but also organisational culture, working conditions and the perception of equality within the SPEIS, both qualitatively and quantitatively.
- Specific Equality Plan in the SPEIS: The results of the diagnosis will make it possible to move from a “Promotion” Plan towards a comprehensive Equality Plan. This new instrument will address the structure of the Service in a cross-cutting manner, with the aim of achieving the minimum representation of 33% women required under current regulations.

To carry out this objective, the SPEIS Equality Plan Commission is in place (Provincial Order of the Provincial Deputy for Public Administration and Institutional Relations amending Provincial Order 6352/2024, of 8 October, establishing the SPEIS Equality Commission).



CURRENT FLEET

17

Heavy urban pumper

2

Medium urban pumper

7

Heavy supply pumper

14

Heavy forestry pump

11

Automatic aerial ladder

11

Van with various tools

5

Truck crane

14

Off-road vehicles

6

Command and supervisory units

9

Specialised containers

1

Multifunction robot

26

Various trailers

21

Other light vehicles

2.5. Vehicle fleet

As of 31 December 2025, the Fire Prevention, Extinction, and Rescue Service of the Bizkaia Provincial Council had a fleet of 108 vehicles. Of these, 67 are heavy vehicles and 41 are light vehicles. In addition, the SPEIS has 40 trailers and containers.

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.

During the year, improvement works have continued on several vehicles in order to update and standardise the distribution of equipment in service vehicles.

Installation of roof racks for carrying equipment has also begun on the off-road vehicles in all stations.

The service's trailers are distributed as follows:

Trailer type	Nomenclature	Participants
ITUR pump	RBI	6
Electric motor pumps	RMB	8
Sand	RAR	8
Metro interventions	RMT	2
Multipurpose	RAS	1
Large-scale supply materials	RMC	1

In addition, the service has nine 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 store 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-Urioste
Prevention container	CPRE	Derio

In 2025, the multifunction robot for firefighting and auxiliary tasks, purchased the previous year and located at the Artaza station, was incorporated into operations.

2.6. Firefighting helicopter

Since 2024, Bizkaia has had an aerial firefighting service thanks to the agreement approved in November 2023 between the Basque Government and the Provincial Councils of Araba, Gipuzkoa and Bizkaia, mainly for forest fires.

The helicopter is an Airbus AS350 B3, with a maximum cruising speed of 251 km/h, a 1,000-litre helibucket and capacity for five people plus the pilot.

The helicopter has two operational bases depending on fire risk conditions in the Basque Country. It is based in Iurreta (Bizkaia) from 1 April to 30 September, broadly coinciding with the high-risk wildfire season along the Cantabrian coast. For the rest of the year, it is stationed at the Nanclares de la Oca fire station (Araba).

2.7. Budget

The budget for 2025 amounted to 37.69 million euros, 0.11% more than the previous year. Of this budget, 85.4% (just over €32 million) went to personnel expenses, 8% (€3 million) to current expenditure, and the remaining 6.6% (€2.5 million) to investments, as can be seen in the table below:

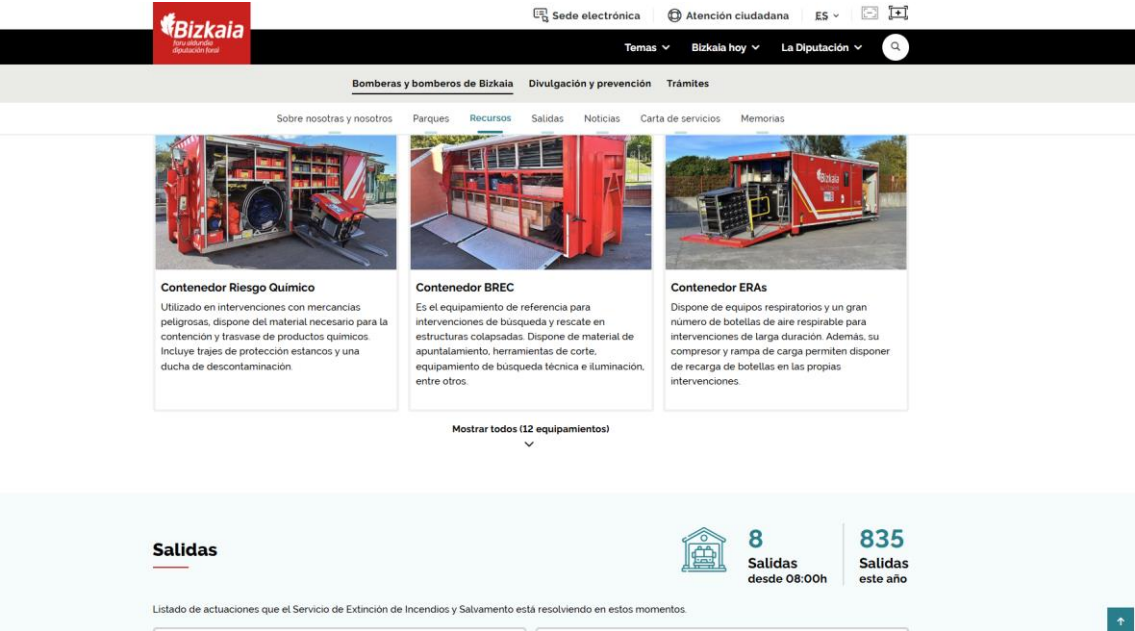
Item	2025	2024	Variation 2024/25
1 - PERSONNEL EXPENSES	32,195,596	31,828,152	+1.15%
2 - EXPENDITURE ON CURRENT GOODS AND SERVICES	3,001,527	3,086,001	+2.74%
21 - Leasing of machinery and tools	11,000	26,000	-57.69%
22 - Repair and maintenance of buildings, machinery, etc.	1,088,759	997,523	9.15%
23 - Consumption, clothing, courses, other services, and supplies	1,901,768	2,062,478	-7.79%
6 - ACTUAL INVESTMENTS	2,502,000	2,739,000	-8.65%
63 - Station improvements	1,300,000	1,187,000	9.52%
64 - Machinery and tooling	20,000	115,000	-82.61%
65 - Vehicles	900,000	1,045,000	-13.88%
66 - Furniture, office equipment, household appliances	56,000	106,000	-47.17%
68 - Specific equipment	226,000	286,000	-20.98%
TOTAL	37,696,123	37,653,153	+0.11%

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

2.8. New website

In 2025, the SPEIS website was completely redesigned. The new site, in addition to updating its appearance and being optimised for use on mobile devices, includes new information on SPEIS resources and equipment, awareness campaigns, technical conferences and access to open data, among other things.

The website continues to provide real-time information on ongoing incidents and the resources deployed, which is one of the sections most frequently consulted by visitors to the SPEIS website.



2.9. ISO certifications

The Directorate for Emergencies is ISO 9001 (Quality Management Systems) and ISO 22320 (Emergency Management) certified. In 2025, AENOR carried out follow-up audits for both certifications.

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

During this year, the implementation of the Bizkaia Prest contingency plan was simulated, involving training for various scenarios to ensure the centre could continue operating in the event of a total power outage.



03

Sustainability strategy

In 2021, the 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. These actions were aimed not only at resolving operational situations (such as environmental impact or public awareness), but also at bringing about a profound cultural change within the organisation.

In 2024, an evaluation of the first plan was carried out as a starting point for a second plan covering the period 2025-2027. The new plan follows a consistent approach and will

continue developing the same strategic pillars, consolidating and expanding the work undertaken from 2022 to 2024.

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 (1st phase)
	1.3. Improve the efficiency of our stations
	1.4. Moving towards sustainable mobility
	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
3 - SOCIETY	3.1. Promote citizen awareness
	3.2. Promote operational prevention
	3.5. Promote equality in the SPEIS

The plan covers the period 2025 to 2027, and was implemented once the year had begun, so the first assessment of intermediate objectives achieved will take place in 2026.

04

Investments

In 2024, the Directorate-General for Emergencies had a budget of €2,502,000 for investment. The most important investments are detailed in this section.

4.1. Buildings

In 2025, improvement works of varying scale were carried out at SPEIS stations at a cost of almost two million euros. The main project was the complete refurbishment of the Markina station, which, with a budget of more than 1.5 million euros, made it possible to modernise facilities dating from 1985.

The works continued throughout the year, during which the station's operability was guaranteed by means of temporary facilities. The works will be completed in early 2026.

In addition, further improvement works were carried out at all stations. Some of the most notable actions were the following, broken down by station.

URIOSTE

Rear enclosure of machinery shelter	€13,200
Adaptation of crisis room	€17,400
New electrical panel in offices	€15,600
Adaptation of main panel, station building panel and outdoor lighting panel to current regulations	€28,600
Electronic access control	€12,700
Integration of fire alarm control panel into Bizkaia Prest	€10,800

BASAURI

Renovation of the heating and air conditioning system Phase 1	€149,900
Rear enclosure of machinery shelter	€9,300

ARTAZA

Development of the foam drill area	€48,400
Organisation and marking of truck parking area	€3,700
Repair of front grilles on truck garage doors	€17,200

IURRETA

Replacement of CCTV	€13,500
Roof repairs	€5,900
Replacement of PVC flooring in men's changing room	€3,200

MARKINA

Markina Comprehensive renovation of work and living area	€1,517,800
Gym air heaters	€4,600

DERIO

Electronic access control	€6,000
Installation of fall-arrest nets in skylights	€6,700

ISPASTER

Improvement of water recovery systems for reuse	€22,300
Renovation of CCTV system	€3,900

ALL STATIONS

Transmission of station fire alarm control panel to Bizkaia Prest	€15,000
New boot washers	€5,800

4.2. Vehicles

In 2025, three vehicles were purchased: a utility van, a heavy forest fire engine and a personnel transport van. With these acquisitions, the Bizkaia Provincial Council is reinforcing the safety and sustainability of its Fire Prevention, Extinction and Rescue Service, with a total

investment of over 1 million euros. With the forest truck that has been incorporated into the Derio station, the Provincial Council will have replaced the entire SPEIS forest truck fleet.

4.2.1. Heavy forest fire engine

Heavy forest fire engine built on a Unimog U5023 4X4 chassis with a Mercedes-Benz OM934 engine, equipped with a fibreglass-reinforced plastic tank with a capacity of 4,000 litres, of which 500 litres are reserved exclusively for the self-protection system with which it is fitted. The pump is a combined-pressure pump with a low-pressure flow rate of up to 3,500 litres per minute at a nominal pressure of 10 bar and 400 litres per minute at 40 bar under high pressure.

The vehicle is equipped with the latest technologies on the market and self-protection systems, and was purchased by the Bizkaia Provincial Council to replace the one that had been operating at this station since 1994.

The acquisition of this new vehicle involved an investment of 472,524 euros.



4.2.2. Utility van

It is a state-of-the-art utility van, specially designed for technical interventions, road traffic accident rescue and support in complex incidents.

The vehicle, manufactured by Mercedes-Benz Trucks, is configured to house extrication equipment and technical intervention material in accordance with the service's operational standards. It also incorporates comprehensive lighting systems using high-power LED technology, guaranteeing optimum visibility conditions during operations at night or in low-visibility environments, improving the effectiveness and safety of interventions.

The acquisition of this new van involved an investment of **334,202** euros, and with it the Bizkaia Provincial Council continues to make progress in the modernisation and gradual renewal of the fleet of its Fire Prevention, Extinction and Rescue Service.



4.2.3. Plug-in hybrid van

Plug-in hybrid van for personnel transport, representing an investment of 60,400 euros.

With these additions, the Fire Prevention, Extinction and Rescue Service (SPEIS) now operates seven fully electric vehicles (FEVs), reinforcing its commitment to sustainability and energy efficiency. Electric charging stations will also be installed at all stations this year, facilitating the shift towards a greener fleet.

These measures fall under the 2025-2027 sustainable emergency service strategy, positioning SPEIS Bizkaia as a pioneering fire service nationwide with a dedicated sustainability plan.

4.3. Equipment

The following new equipment, among others, was also acquired in 2025:

- Optical and thermal camera with pole for USAR
- Personal thermal cameras
- Renewal and expansion of REDA rope rescue equipment.
- Fireproof skirts for self-protection for all heavy forest fire engines
- Electric pallet stacker for the Artaza station
- K7000 Husqvarna cutter with power station for USAR container
- Surface water rescue material
- Multi-hook and chains for crane trucks
- Hilti impact drills and screwdrivers
- Replacement Nest Petzl stretcher
- USAR equipment kit for each station
- Replacement of REDA red rope bags with Courant bags
- CO detectors for emergency medical backpacks used in openings

- Extensions for Lukas cylinders
- Water rescue safety footwear for all stations
- Generator for aerial ladder appliance equipment
- Tablets and onboard systems for vehicles
- Renewal of communications equipment

In terms of clothing, investment in 2025 amounted to almost 400,000 euros and included, among other items, 70 structural firefighting suits, 200 pairs of structural firefighting gloves, intervention boots, safety footwear, technical rescue suits to complete a second set for all staff, station trousers, operational socks and suits for dealing with Asian hornets and bees.

Some of the most notable equipment is described below.

Optical and thermal camera with pole for USAR

Following the acquisition in 2024 of SEARCH wireless seismic sensors to detect and pinpoint the exact location of conscious victims trapped in large-scale incidents such as urban explosions (gas leaks, attacks, etc.) or natural disasters (such as earthquakes, structural collapses, avalanches and landslides), the technical search equipment was further enhanced this year with the addition of a specialised camera for search and rescue in collapsed structures.



Operated through the same control unit as the seismic sensors, this equipment uses both an optical camera and a thermal imaging camera to confirm the presence of victims and maintain two-way communication until their rescue is completed.



Thermal cameras

New Seek Thermal thermal cameras were acquired to renew and increase the number of self-protection cameras that began to be introduced three years ago, with the aim of ensuring that all personnel operating in the hot zone have a thermal camera as an operational and self-protection tool.

Renewal of rope rescue equipment

Rope rescue equipment nearing expiry was replaced and new equipment was acquired for entry into service next year at a cost of €11,796.

Likewise, replacement of the red bags (hard equipment) at all stations has begun, with a specific optimised model from Courant.

A new replacement Nest Petzl stretcher was also acquired to ensure that no station is left without equipment during repairs or inspections.

Fireproof skirts for forest fire engines

Fireproof skirts are protective side covers made of fire-resistant materials to protect the tyres and underside of the fire engine from convective and radiant heat from flames. They were acquired for all SPEIS forest fire engines.

Electric pallet stacker

As part of the project to establish multifunctional trolleys at stations, the Artaza station was equipped with an electric pallet stacker to handle palletised loads preconfigured for different intervention types.

Water rescue equipment: footwear and equipment renewal

A thorough review of all water rescue equipment was carried out, replacing the most worn equipment, with an investment of €8,500. Specific safety footwear for water rescue operations was also introduced at all stations.

K7 cutter for USAR container

A new Husqvarna K7000 cutter with power station and a cutting depth of 400 mm was acquired for incorporation into the service's USAR container.

Multi-hook and chains for crane trucks

With an investment of €8,000, chains and multi-hooks were acquired for all SPEIS crane trucks, improving safety and operational capacity in load handling with the service's cranes.

Hilti impact drills and screwdrivers

New power tools (impact drills, screwdrivers) were acquired to replace obsolete or damaged equipment.

USAR equipment kit for each station

Each station received a new starter kit for emergency shoring, consisting of props and timber, complementing the material available in all multi-purpose vans and in the USAR container.

CO detectors for emergency medical backpacks used in openings

A carbon monoxide detector was added to all aerial ladder appliance emergency medical backpacks, with the aim of improving the safety of teams involved in property openings, one of the most common interventions carried out by the SPEIS.

Generator for aerial ladder appliance equipment

The faulty generator in one of the SPEIS aerial ladders was replaced, representing an investment of €14,000.

Tablets and onboard systems for vehicles

Tablets and onboard systems continued to be incorporated into SPEIS vehicles, with the aim of guaranteeing the constant transmission of information with Bizkaia Prest and geolocation of resources during interventions. The investment amounted to €17,900.

Renewal of communications equipment

New Motorola TETRA MTP 3550 portable radios were acquired to replace damaged or lost equipment and to complete a reserve stock ensuring equipment availability during repairs. The allocation was also increased to ensure that staff carrying out additional shifts can always have their own communications equipment. The investment amounted to €15,000.

05

Interventions

The Fire Prevention, Extinction and Rescue Service (SPEIS) of the Bizkaia Provincial Council is responsible for attending emergencies throughout the territory of Bizkaia, except in Bilbao, which has its own service.

Our main objective is to protect people, their property and the natural environment against fires, accidents and other emergency situations. To this end, we have eight professional fire stations located across the territory, close to the main urban centres and communication routes.

The following pages present and analyse the main data organised by type of intervention. They include data broken down by first-response station and other information of interest relating to temporal distribution, location, etc.

They also provide a comparison of the most relevant data against the same figures from the previous year.

5.1. Key data

During 2025, the total number of call-outs made by the Bizkaia Fire Prevention, Extinction and Rescue Service amounted to 6,640, compared to the 6,887 made in 2024 (which represents a decrease of 3.59%).

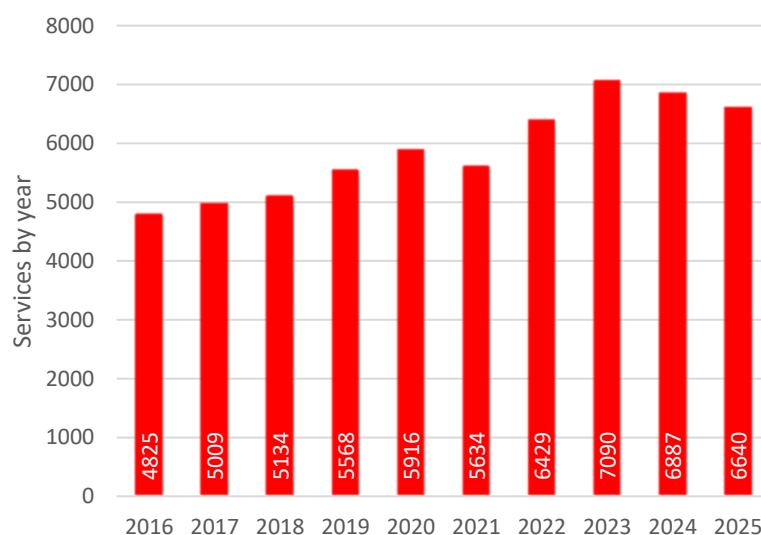


Figure 1 – Services by year (2016-2025)

In 2025, the station with the highest number of first response call-outs was Urioste (2,125 call-outs, 32% of total call-outs), followed by Artaza (1,159 call-outs) and Basauri (1,044 call-outs). The station with the fewest call-outs was Markina-Xemein (249).

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 2025, large stations recorded between 6.6 and 8.3 call-outs per 1,000 inhabitants, while small stations ranged between 8.6 and 11.8 call-outs per 1,000 inhabitants, approximately.

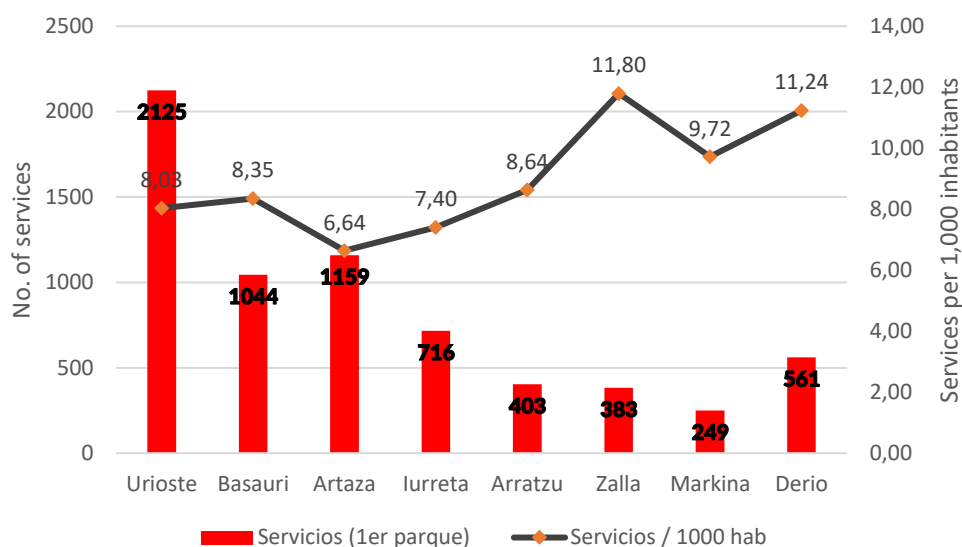


Figure 2 - Services in 2025 by station (total and per 1,000 inhabitants)

In terms of the type of action, in 2025 the call-outs have been distributed in a relatively proportional way: 1,714 fires (25.81% of the total call-outs), 2,338 rescues (35.21% of the total), and 2,588 technical assistance interventions (39.98% of the total).

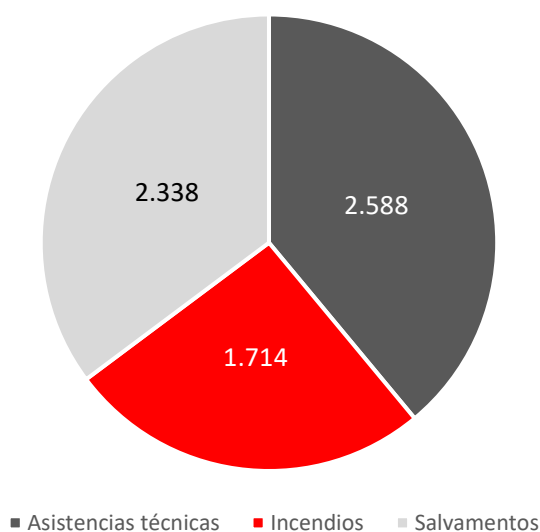


Figure 3 - Services in 2025 by type (percentage)

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

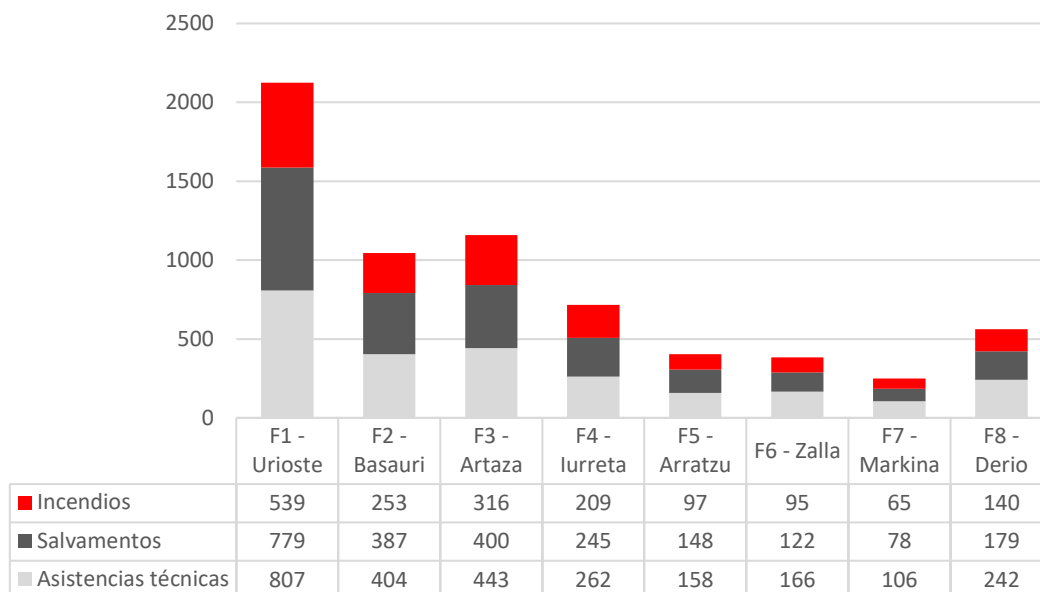


Figure 4 – Services in 2025 by group and station

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 a higher number of technical assistance call-outs, especially wasp and bee removals.

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 2025, as mentioned above, 6,640 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 6640 services provided by the SPEIS of Bizkaia, intervention was necessary on 4418 occasions (66.54% of the total). The rest of the services included false alarms (6.58%) and actual situations where the intervention of the SPEIS was not required (26.88%).

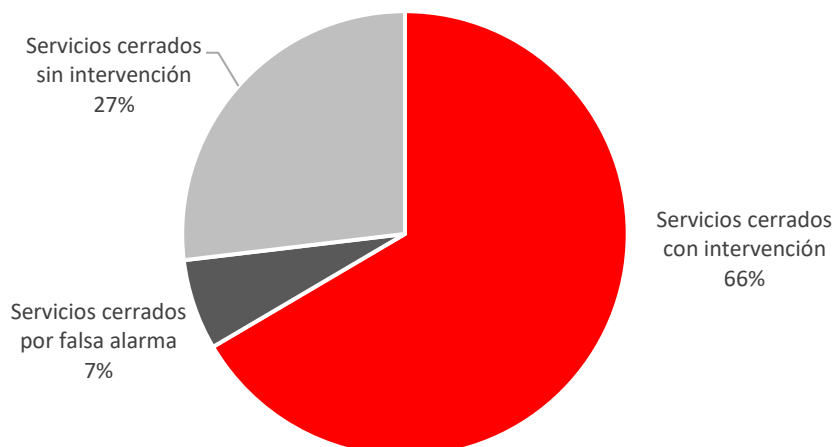


Figure 5 – Percentage of services with or without an intervention

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.

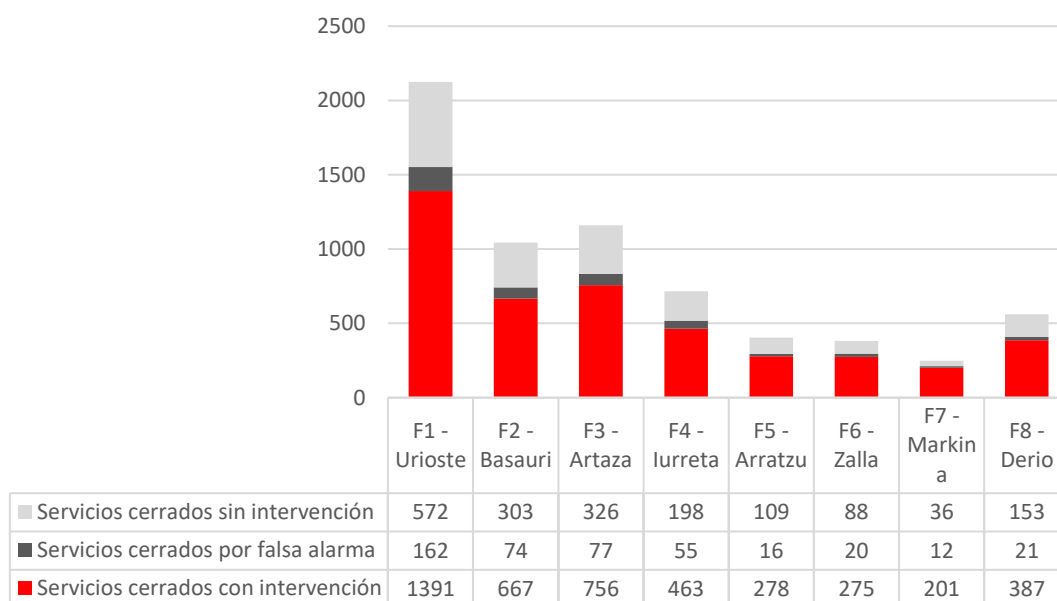


Figure 6 – Services with or without an intervention by station

There is a marked variation in the breakdown by type of intervention:

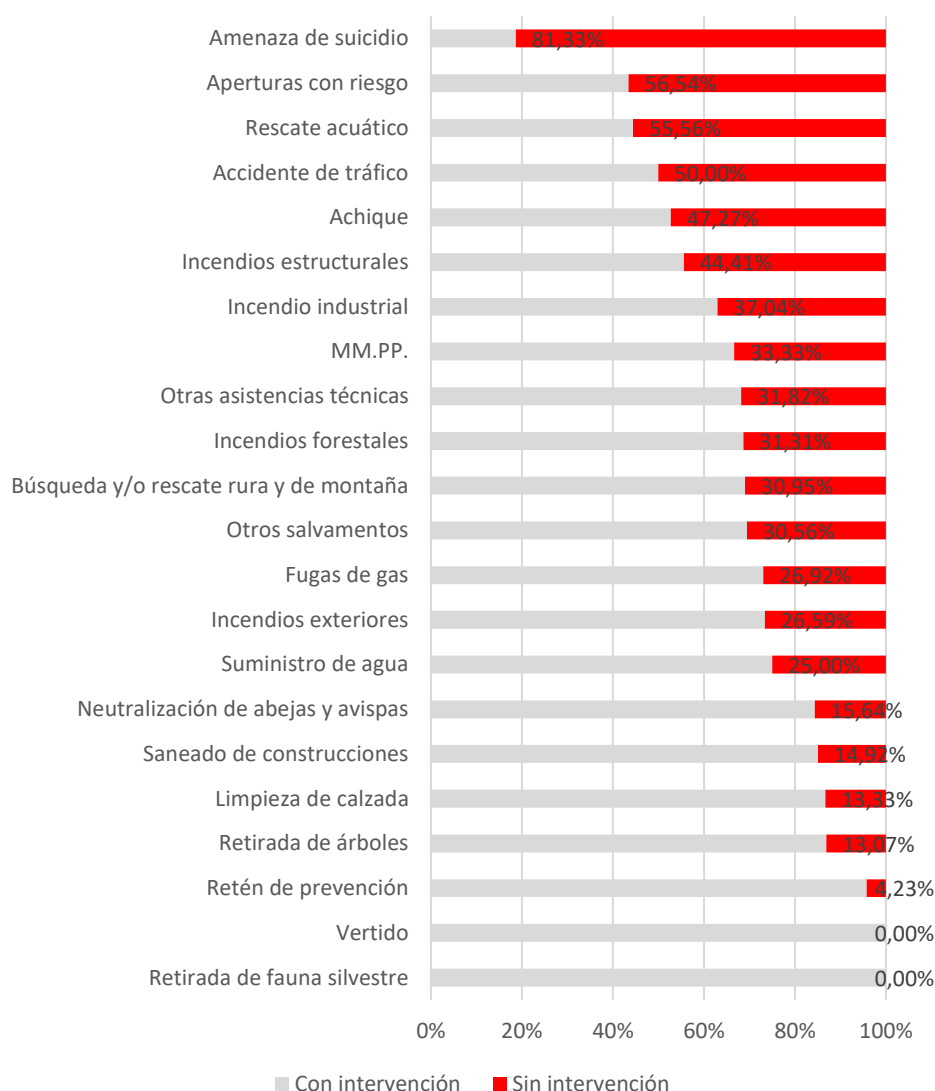


Figure 7 – Services with or without an intervention by type

The types of call-out with the highest percentage of services without intervention are suicide threats (81.33%), openings involving risk (56.54%), water rescues (55.56%) and road traffic accidents (50%). These figures have remained consistent over the years.

In technical assistance cases like road cleaning, the rate of non-intervention services was just over 10%.

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 134,000 services triggered in 2024, only 51.67% (69,313) ultimately had 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 municipality

During 2025, the SPEIS has intervened in all municipalities in 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 municipality in which the most interventions were carried out was Barakaldo (374 interventions), followed by Getxo (302), Portugalete (205), Santurtzi (165), Basauri (158), Sestao and Galdakao (both with 124). These are the six 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.

Other municipalities with over 100 interventions included Erandio, Mungia, Valle de Trapaga-Trapagaran and Leioa.

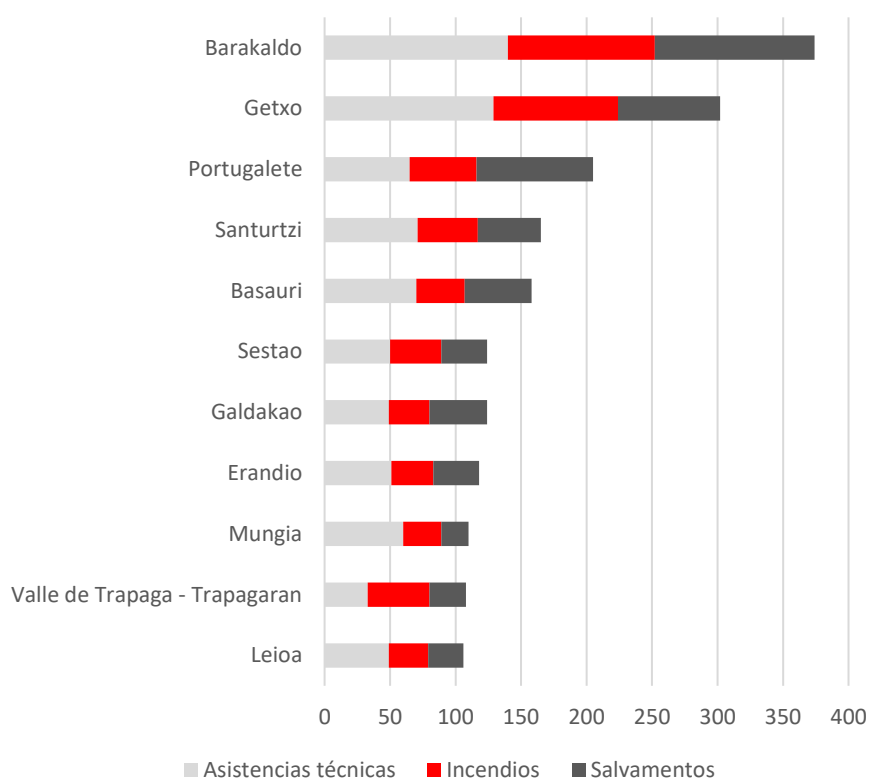


Figure 8 – Municipalities with the most interventions in 2025 by group.

In another 13 municipalities, the number of recorded services has been between 50 and 99. In 52 municipalities, between 10 and 49 call-outs have been made. And in another 39 municipalities, less than 10 call-outs have been made. 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 8.14 services per 1,000 inhabitants. Considering only municipalities where interventions took place, there were 5.42 per 1,000 inhabitants.

When analysed according to municipal population, those with smaller populations tend to have a higher number of interventions per 1,000 inhabitants. As mentioned, the average is 5.42 interventions per 1,000 inhabitants, but this figure increases significantly in municipalities with 1,000-9,999 inhabitants (8.68 interventions per municipality) and especially in municipalities with fewer than 1,000 inhabitants, where there were 13.93 interventions per 1,000 inhabitants.

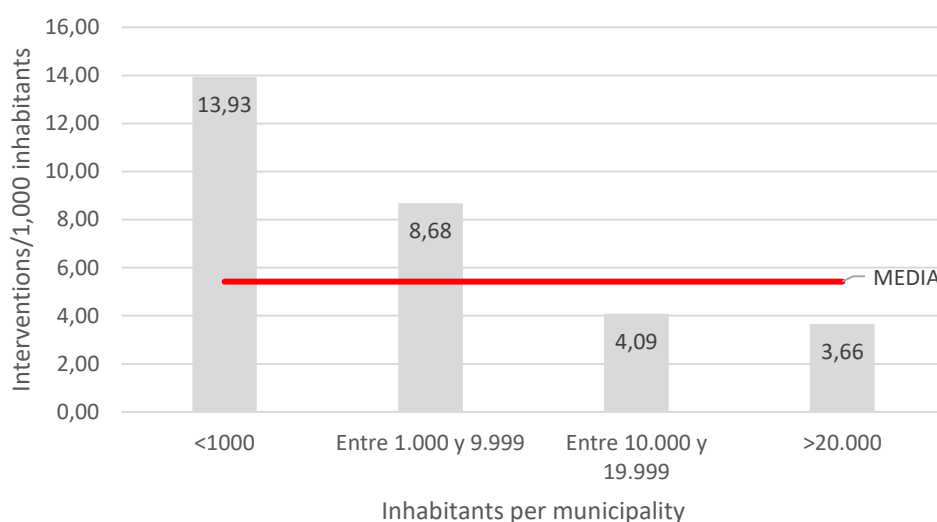


Figure 9 – Interventions/1,000 inhabitants, by municipal population

The 15 municipalities with the highest number of interventions 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.

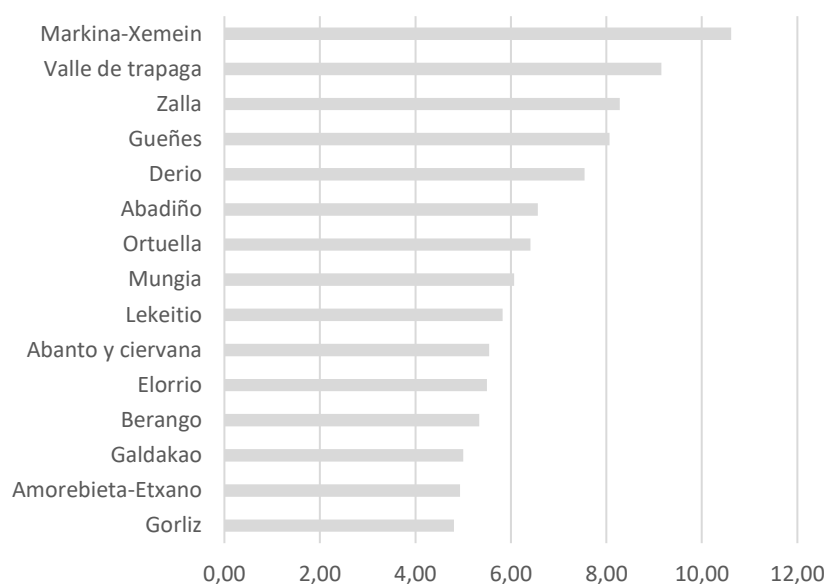


Figure 10 - Municipalities of Bizkaia with the most call-outs per inhabitant in 2025

Interventions have been carried out in Gipuzkoa (five interventions) and Araba (one intervention), 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. Likewise, four interventions were carried out in Bilbao in adjoining areas.

In addition, support was provided for an intervention in Burgos in areas close to the territorial border, and a contingent was mobilised to support the forest fires in Castile and León, described later in the report.

Distribution by month

The highest number of interventions have been recorded in the months of summer and early autumn (June-October). The number of fires and rescues remained stable year-round, but technical assistance increased in summer due to interventions involving the removal or neutralisation of Asian wasp and bee nests.

There was an unusually high number of interventions in January, due to several days of strong winds in which technical assistance for making buildings safe and tree removals increased notably.

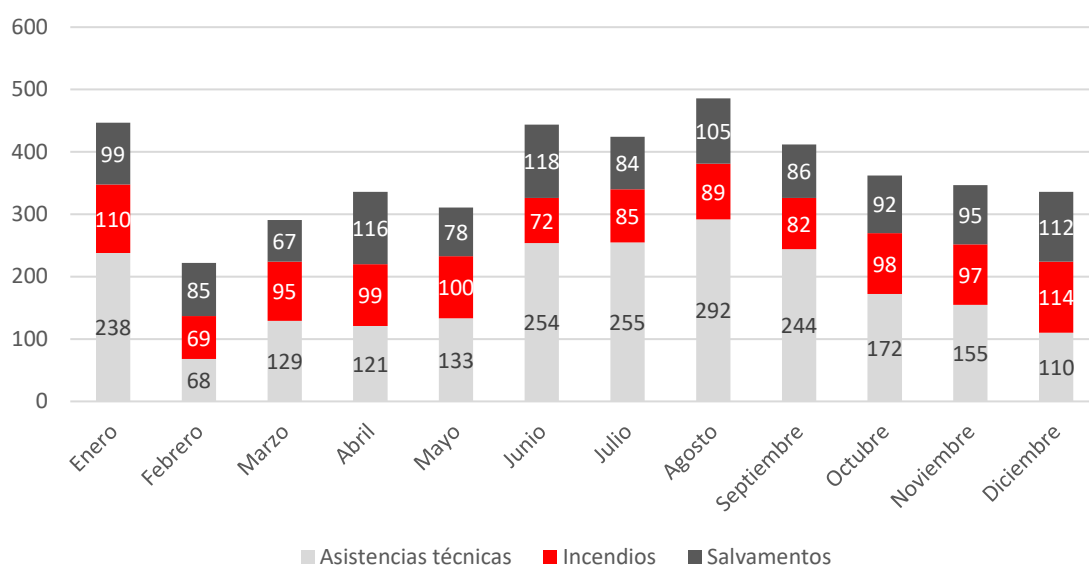


Figure 11 – Interventions in 2025 by month

Interventions per day

During 2025, on 46.30% of the days of the year (169 days), the SPEIS had an intervention between 11 and 20 times. On another 154 days (42.19% of days of the year), between five and ten interventions per day were attended. There were 22 days with between 21 and 30 interventions, and 13 days with fewer than five interventions. There were only seven days in which more than 30 interventions were carried out, and of these only one exceeded 40 call-outs.

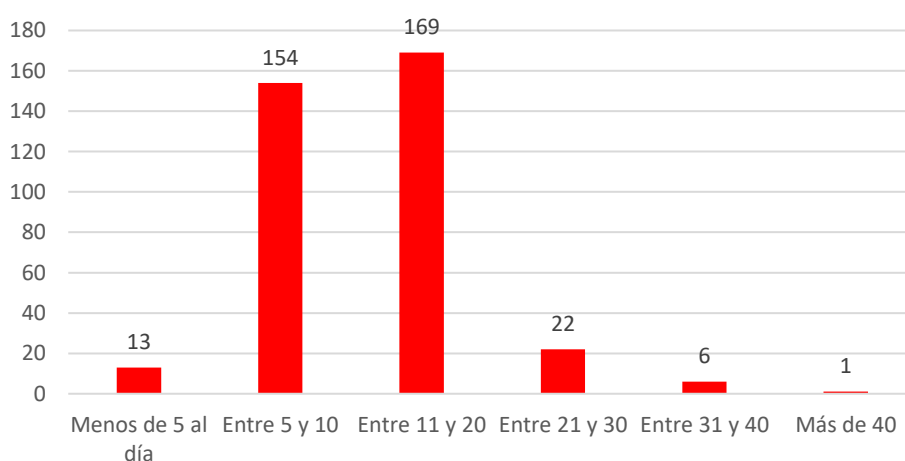


Figure 12 – Distribution of the frequency of call-outs per day

The daily average number of interventions was 12.10, and the median (the most frequently occurring number) was 7 interventions per day (34 days in 2025 had this number of interventions).

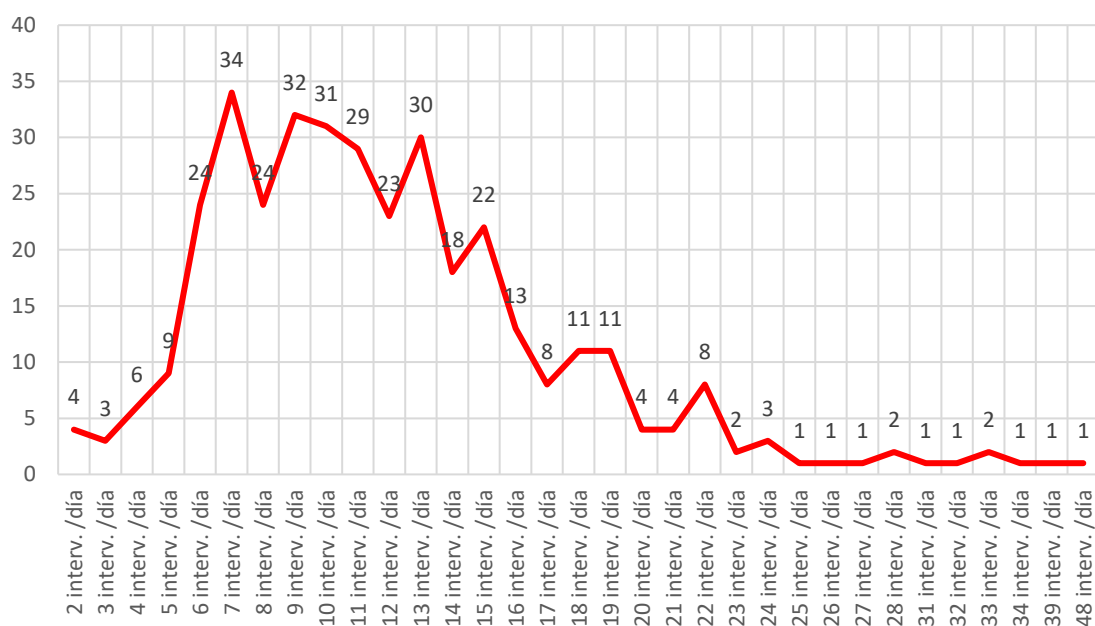


Figure 13 - Number of interventions per day

The day with the most interventions in 2025 was 28 April (48 interventions), when a widespread blackout on the Iberian Peninsula left dozens of people trapped in lifts who had to be rescued. Other days with more than 30 call-outs were 26 January, 24 June, 5 November, 8 January and 20 March. On all these days, there were spells of strong winds that required buildings to be made safe and trees to be removed. These interventions mainly took place in municipalities around the Abra.

On 28 April, the Iberian Peninsula suffered a historic power outage that left almost all of Spain and Portugal without electricity from 12:33 onwards. The fault, which lasted between 1 and 24 hours depending on the area, affected critical infrastructure and transport, among other things.

Between 12:30 and 21:30 on the same day, 61 people trapped in lifts were rescued and 13 technical assistance operations were carried out.

Of the technical assistance operations, 11 were carry-outs (involving eight wheelchair users with reduced mobility taken home) and three operations in care homes to take residents to their rooms: two in Zalla and one in Markina.

In the case of one of the care homes in Zalla, around 20 residents were moved. Technical assistance was also provided to two other care homes with generators to ensure the electricity supply.

SPEIS and Bizkaia Prest continued to operate relatively normally thanks to the contingency plan, which anticipates the scenario of a power supply failure.

If we break down the interventions by the station that attended them, we can see that the main burden is linked to technical assistance at the main stations.

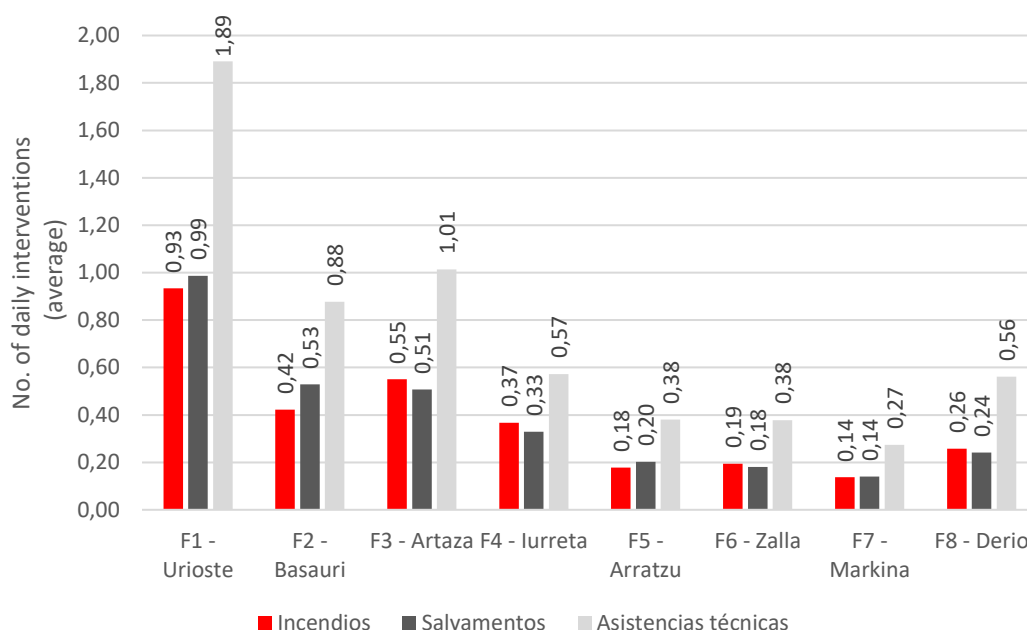


Figure 14 – Average daily interventions per station and type

The station with the most call-outs, Urioste, attended an average of 3.81 interventions per day, being the only station that comes close to attending almost one fire per day (this category includes all types of fires, with outdoor fires, containers and vehicles being the most common) and records a significantly higher number of daily technical assistance interventions.

By contrast, the station with the fewest call-outs (Markina) attended an average of 0.55 interventions per day.

	F1 Urioste	F2 Basauri	F3 Artaza	F4 Iurreta	F5 Arratzu	F6 Zalla	F7 Markina	F8 Derio	TOTAL
Fires	0.93	0.42	0.55	0.37	0.18	0.19	0.14	0.26	3.04
Rescues	0.99	0.53	0.51	0.33	0.20	0.18	0.14	0.24	3.12
Technical assistance	1.89	0.88	1.01	0.57	0.38	0.38	0.27	0.56	5.95
TOTAL	3.81	1.83	2.07	1.27	0.76	0.75	0.55	1.06	12.10

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 2025 fewer technical assistance interventions were attended at weekends.

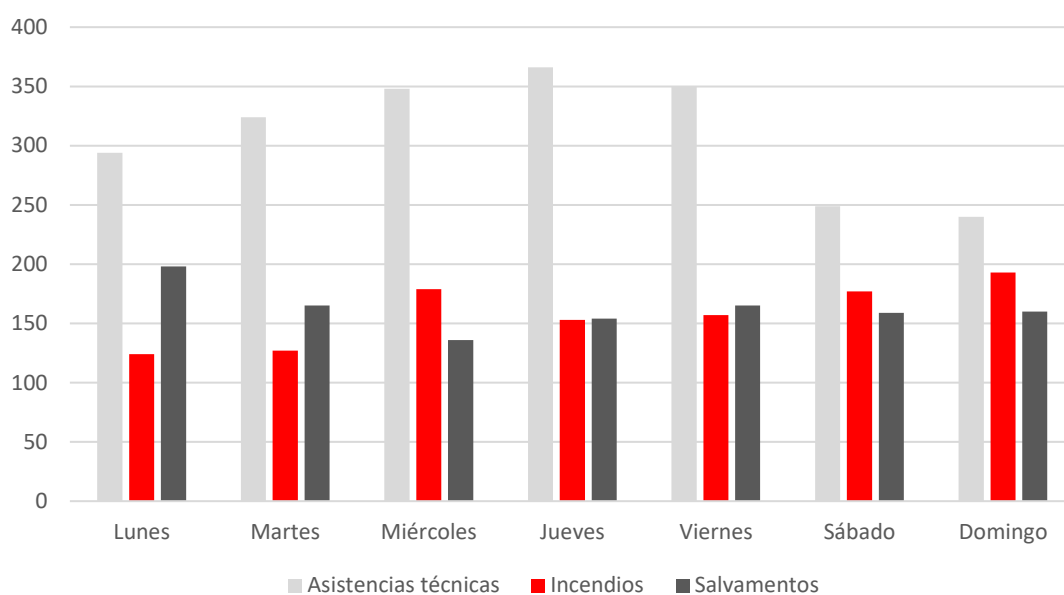


Figure 15 – Distribution of call-outs by days of the week and type

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.

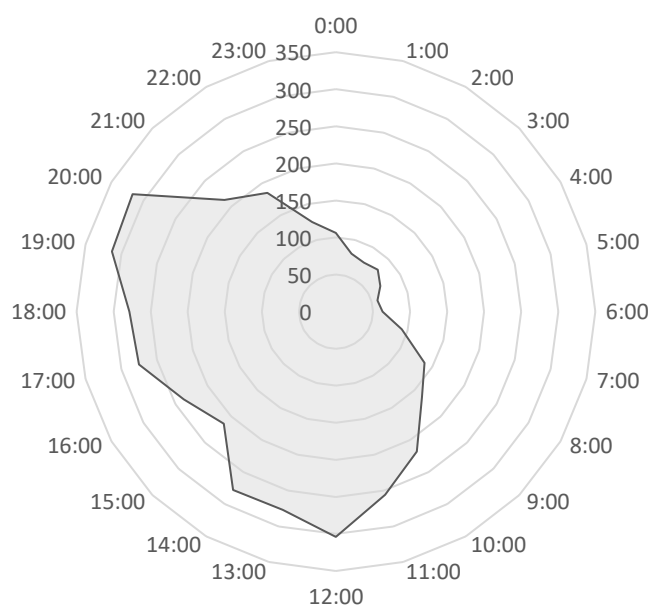


Figure 16 – Distribution of interventions by time of day

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 2023, the fires dealt with by the SPEIS have been classified into four types: structural, exterior, forest, and industrial. Explosions are also included in this category.

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.

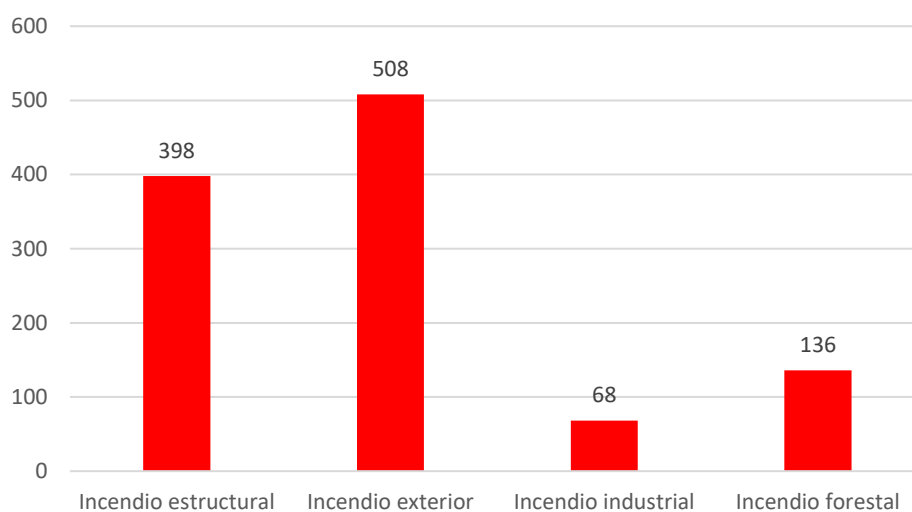
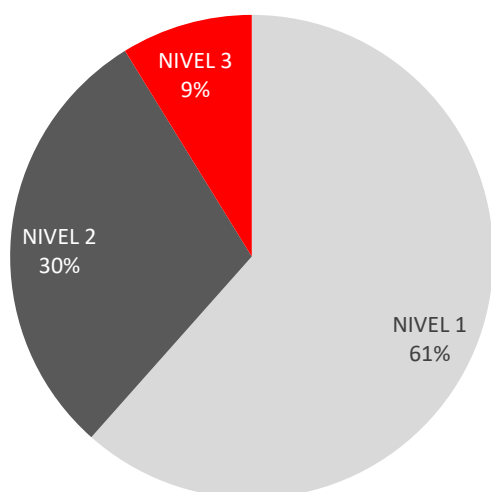


Figure 17 – Number of interventions due to fires by type

Outdoor fires were the most frequent (508), followed by structural fires (398). This data represents a slight increase compared with the figures for 2024.

5.2.1. Structural fires

Of the structural fire interventions, 245 were level one structural fires (property fires isolated inside/outside and without risk of spreading).



Another 118 were level two (fires inside homes, marketplaces or commercial premises during the day on a weekday), and 35 were level three (fires inside homes, marketplaces or commercial premises at night or on a public holiday, or fires in garages or higher-risk structures).

No fires were classified as level four (major structural fires) in 2024.

Figure 18 – Classification of structural fires by level

By station, Urioste was the station with the highest number of fires (132) as a first response station, a notable increase compared to the 90 in the previous year. It is followed by Artaza (87), Basauri (62) and Iurreta (28). All SPEIS stations except Derio responded to at least one level three fire as the first responder.

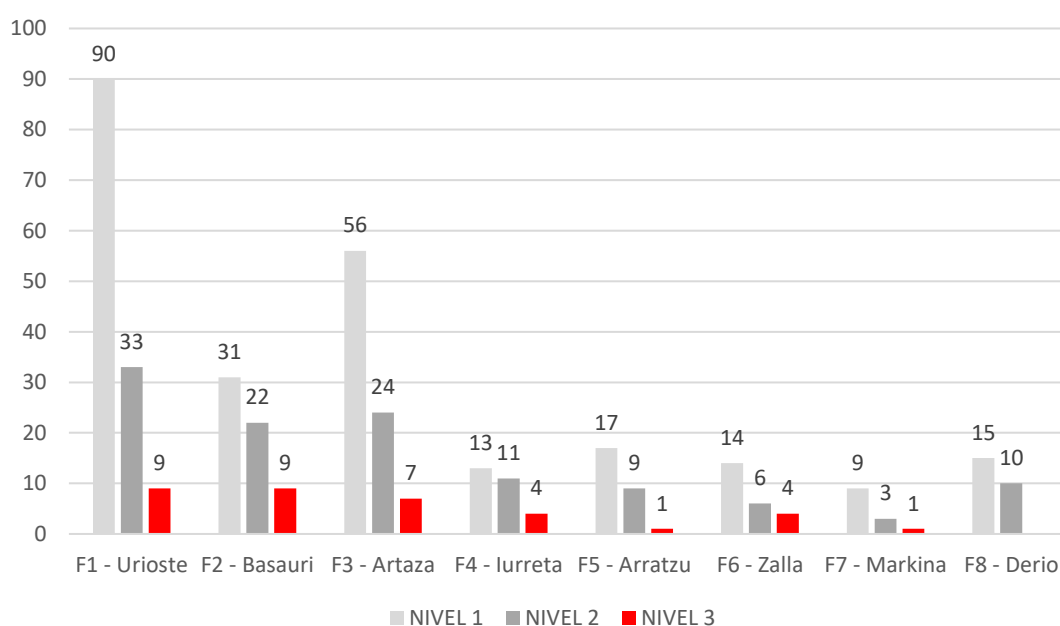


Figure 19 – Classification of structural fires by level

With regard to distribution by municipality, the 15 municipalities with the highest number of structural fires were as follows, showing a clear correlation with population size.

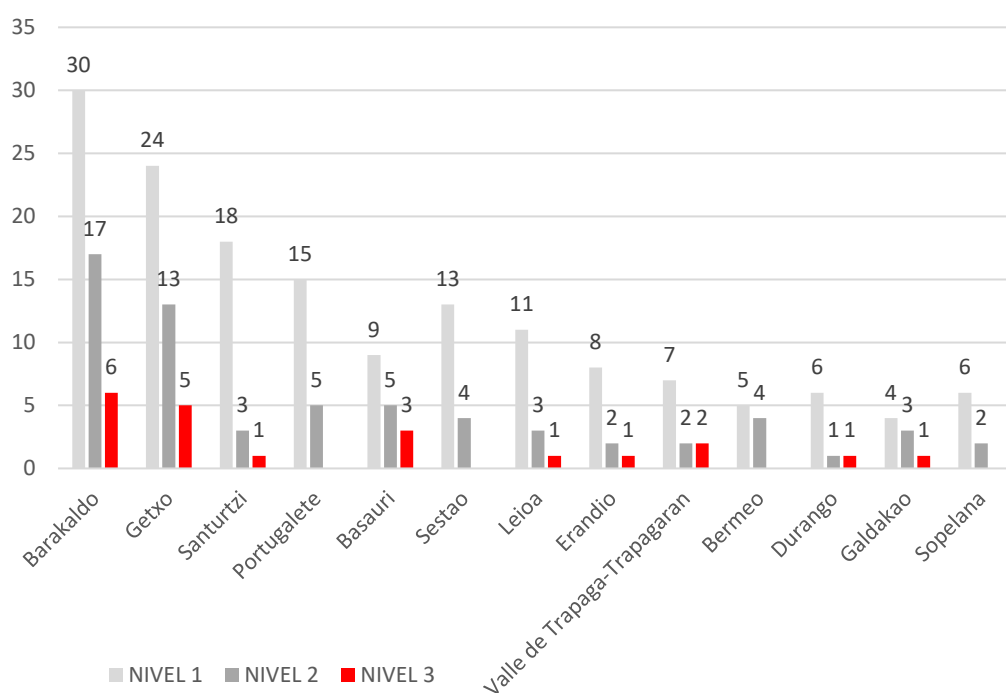


Figure 20 –Structural fires by municipality and levels

There is no clear relationship between times of the year and structural fires. The higher number of fires in December is only partially explained by colder spells during which chimneys that have been unlit and unmaintained for months are lit.

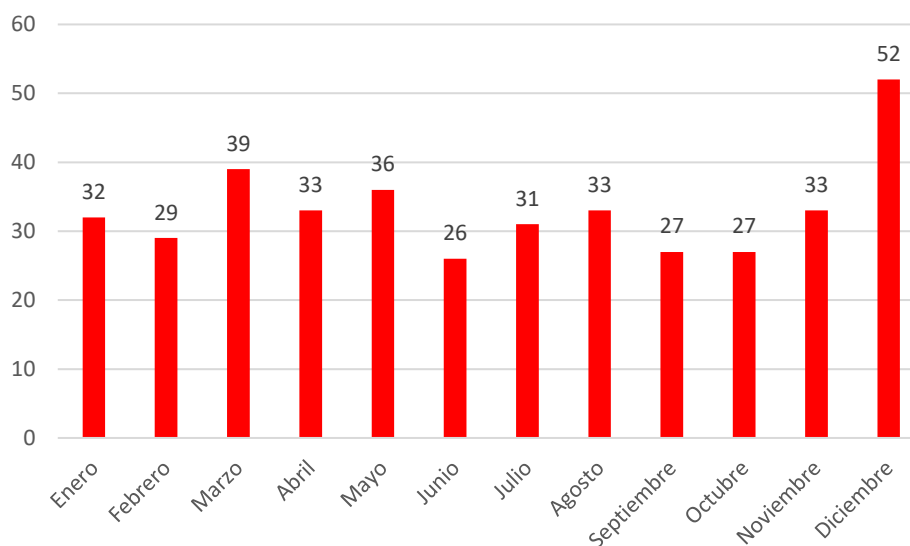


Figure 21 –Structural fires by month

With regard to distribution by day of the week, there is no relevant pattern.

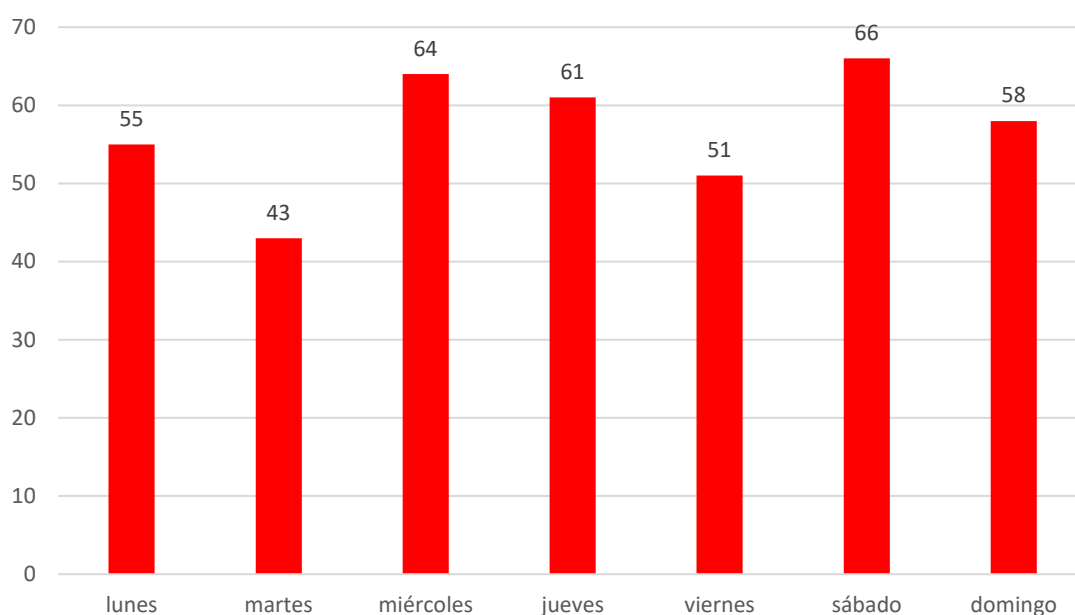


Figure 22 - Structural fires by day of the week

Structural fires follow a defined and stable pattern, with peaks of interventions coinciding with lunch and dinner times, and to a lesser extent, breakfast. 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.

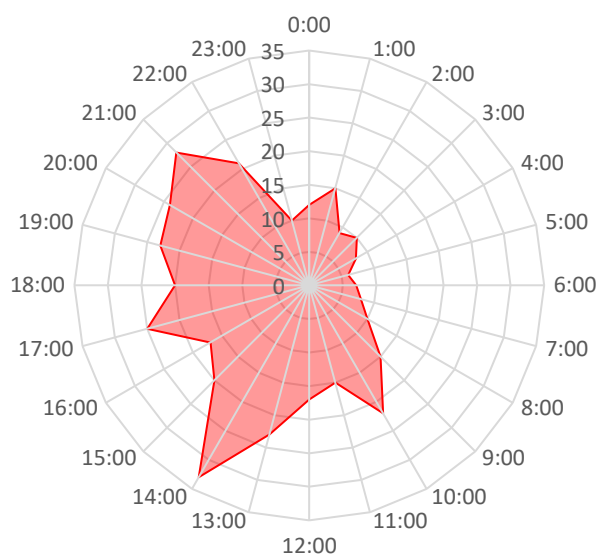


Figure 23 - Distribution of structural fires by time slots

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

In 2025, three people died in fires attended by the SPEIS.

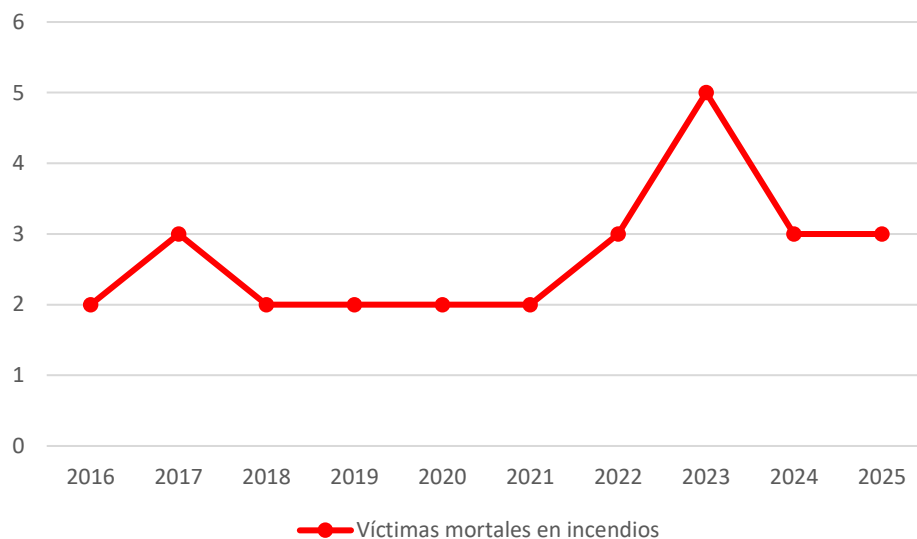


Figure 24 – Fatalities in fires (2016-2025)

Notable intervention: fire in Basauri (31 January)

On 31 January, a fire occurred in a residential building in Basauri, an old five-storey building with a wooden structure. Several people were rescued, a woman and her two children from one window, a man from another, while another man remained missing as the fire spread to the roof and nearby buildings. The man jumped out of a window at the rear, was rescued and later died.

The Basauri, Derio, Iurreta and Urioste stations intervened.



5.2.2. Industrial fires

There were 68 industrial fire interventions in 2025, a 3% increase compared to the 66 interventions the previous year.

Some 30 of these were level one industrial fires (outdoor fires with no risk of spreading), another 32 level two industrial fires (small indoor or outdoor fires with risk of spreading), and six level three industrial fires (major industrial fire).

By station, Urioste (with 19 fires), Iurreta (16) and Basauri (11) were the stations with the most interventions as first response. This year all stations attended at least one industrial fire as first response.

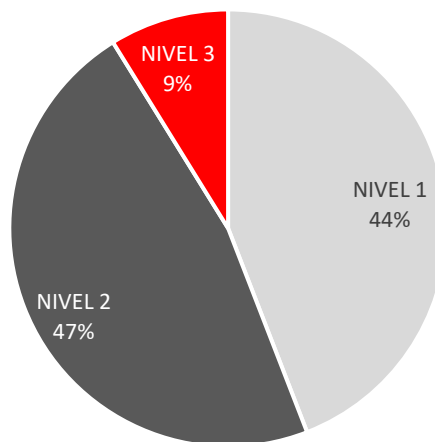


Figure 25 – Classification of industrial fires by level

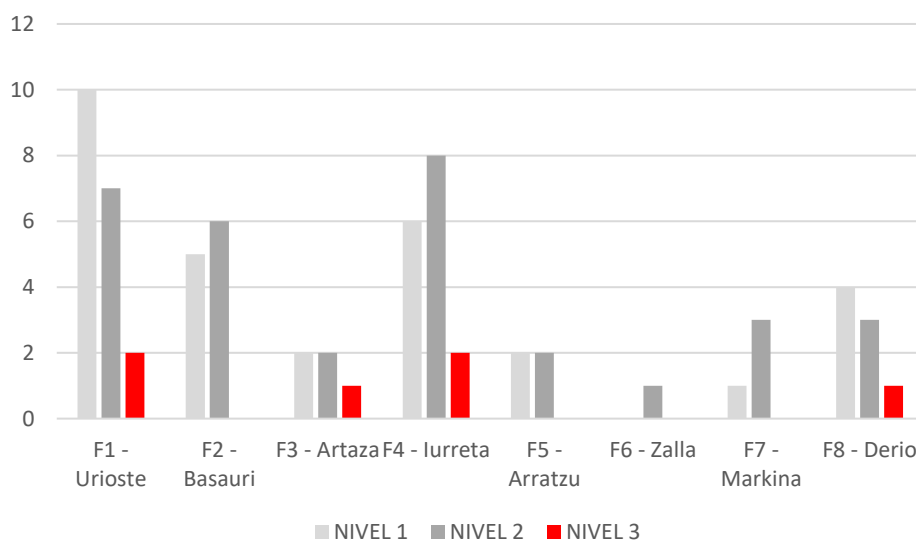


Figure 26 – Classification of industrial fires by level

During the year, there were several services of this type that required the simultaneous intervention of several stations.

5.2.3. Forest fires

In Bizkaia, responsibility for managing forest fire extinguishing lies with the Mountains Service. Nonetheless, SPEIS resources support in extinguishing these fires and are responsible for vegetation fires in urban and peri-urban areas.

In 2025, the number of forest and/or vegetation fires was slightly higher than the previous year. A total of 136 fires were attended. Of these, 104 were level one fires (isolated in urban or peri-urban areas with no risk), in which the Mountains Service did not intervene.

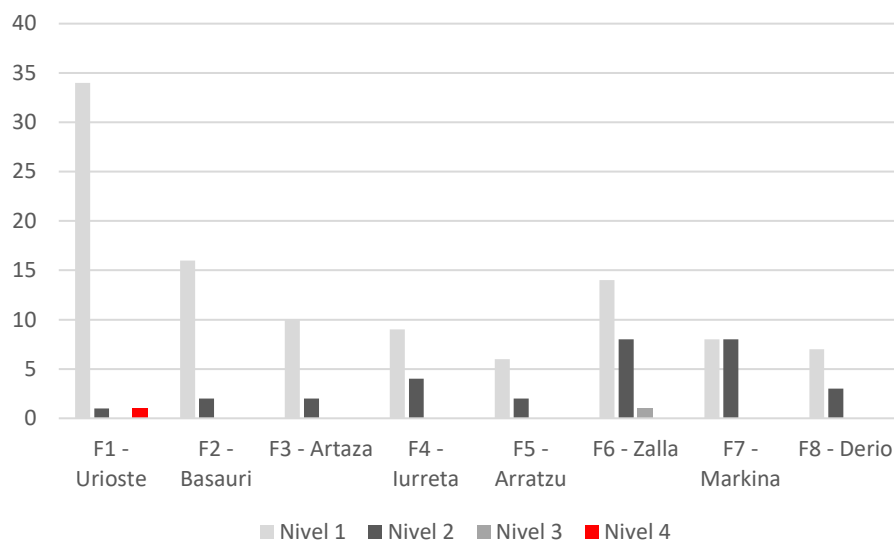


Figure 27 – Classification of forest fires by level

There was one intervention in a single level four fire (large forest fire). This was not in our historical territory, but concerned the support sent in August to León as part of the episode of large simultaneous forest fires that occurred in much of the peninsula. Although it is recorded as having been assigned to the Urioste central station, the contingent was made up of personnel from several stations, as detailed in the following pages.

MOBILISATION TO CASTILE AND LEÓN

In August, the Bizkaia Provincial Council deployed a contingent of 45 people and technical resources to collaborate in extinguishing the forest fires that affected different areas of the country. The mobilisation took place following a request for support submitted by the community of Castile and León to the Basque Government as part of inter-institutional cooperation in emergencies.



The deployment included 15 members of the SPEIS of Bizkaia (ten firefighters, two corporals, one sergeant, one officer and one inspector), equipped with eight intervention vehicles, including two heavy forest fire engines, two tankers, two off-road pickups, a command vehicle and a logistics van.

They were joined by ten professionals from the Mountains Service, including three technical firefighting directors, six forest rangers and one support staff member, as well as 20 people from Basalan (two technicians and 18 forest specialists).

The provincial deployment was reinforced with a range of wildfire-response equipment, including hand tools, chainsaws, ignition torches, a remote-controlled brush cutter and a pickup truck fitted with a 500-litre water tank. A drone was also included for surveillance tasks and aerial support in planning operations. In total, the Forest and Basalan teams travelled in ten off-road vehicles.

After an initial stop in the town of Boca de Huérgano in León, the Bizkaia operation moved to the area between Astorga and Ponferrada. Within this area, work was carried out for three days to help bring under control fires that had affected thousands of hectares.

They worked alongside other Basque services, firefighters from Gipuzkoa, Alava and Gasteiz, as well as the forest firefighting services of the Regional Government of Castile and León.

By month, the months with the highest number of fires occurred in autumn, coinciding with the months of highest forest fire risk on the Cantabrian coast.

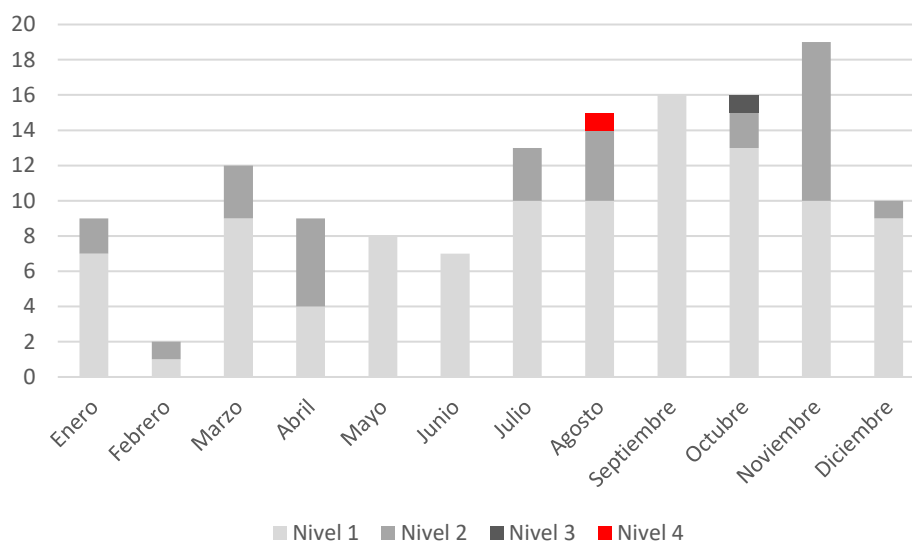


Figure 28 – Classification of forest fires by month

In terms of time slots, the main peaks were around midday and in the afternoon.

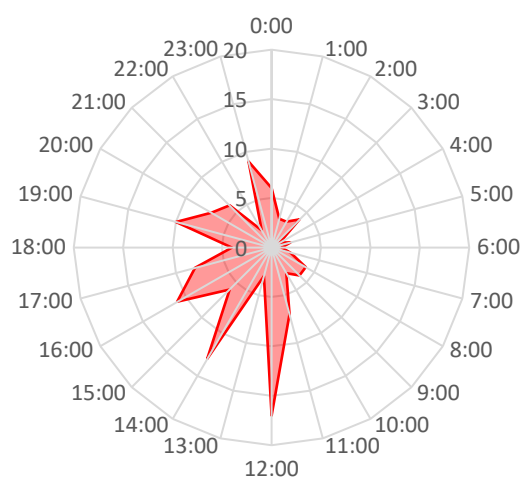


Figure 29 – Classification of forest fires by start time

This may be linked to crop residue or plant waste burning that gets out of control and requires SPEIS intervention. The number of forest fires at night was very low.

In any case, as noted, responsibility for forest fires within the Bizkaia Provincial Council lies with the Mountains Service of the Department of the Natural Environment and Agriculture, which provides the overall assessment.

5.2.4. Outdoor fires

Outdoor fires are the most common type of fire intervention. In 2025, there were more than half a thousand interventions (508) of this type, 11% fewer than the previous year.

The majority (494 interventions) were outdoor level one fires (containers, light vehicles, or urban furniture on fire). A further 14 interventions were classified level two, involving heavy vehicles or small transformer stations.

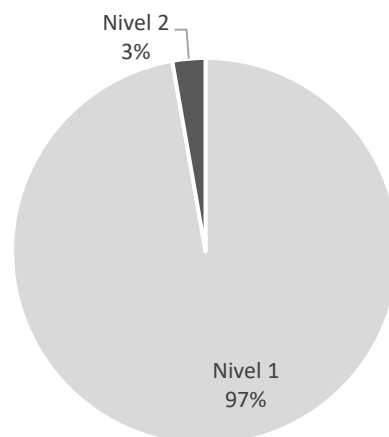


Figure 30 – Classification of outdoor fires by level

By station, Urioste (154 interventions) and Artaza (97) carried out almost 50% of the interventions.

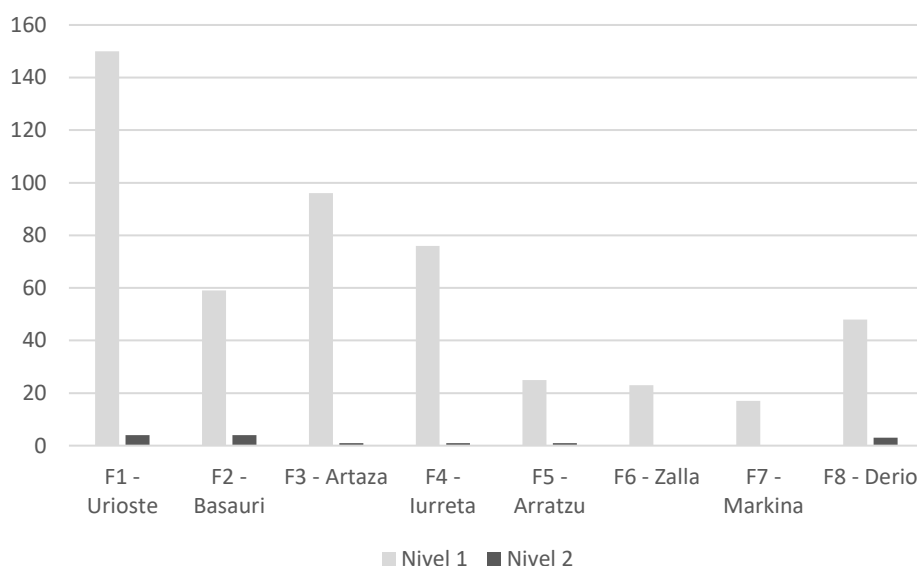


Figure 31 – Classification of outdoor fires by level

15 municipalities had ten interventions or more of this type. Barakaldo and Getxo were the only municipalities with more than 50 outdoor fires, followed by Valle de Trapaga-Trapagaran (24), Portugalete (20), and Santurtzi and Mungia (19).

Since outdoor fires are often intentional and repeatedly committed by the same individuals, the most affected municipalities vary from year to year.

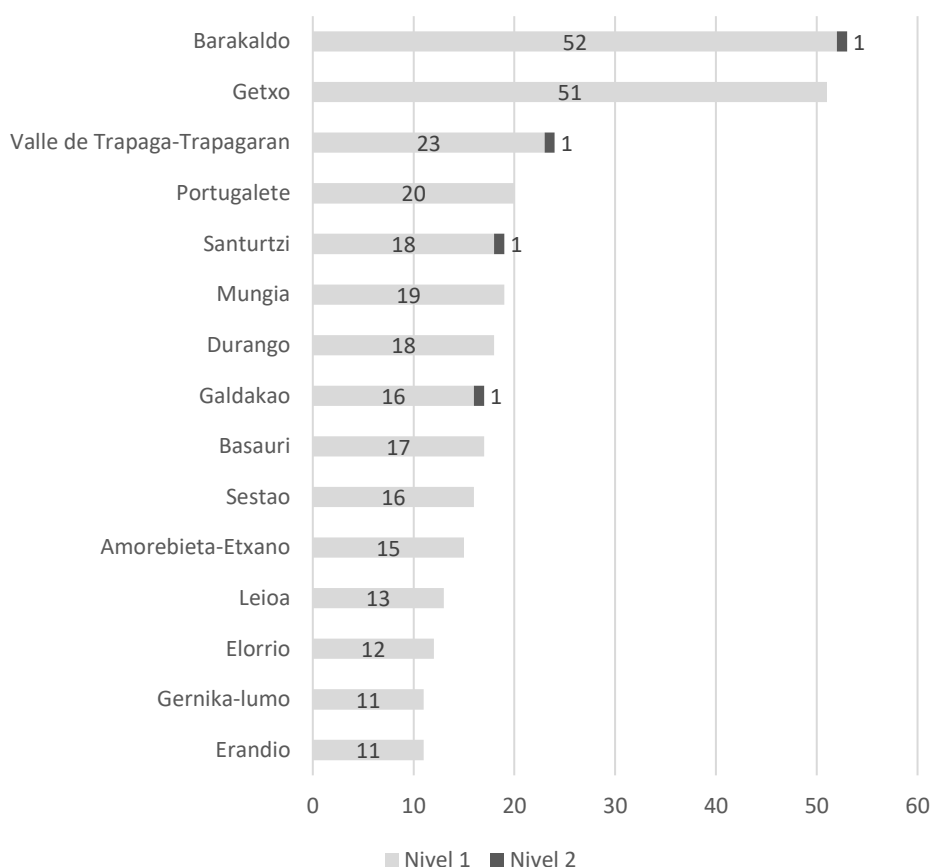


Figure 32 – Distribution of outdoor fires by municipality

One intervention may affect multiple waste containers and/or vehicles, so the number of items affected exceeds the number of interventions carried out by the SPEIS.

In terms of the time of day, this type of intervention tends to occur at night. The number of interventions that occur during the day is very small: only 36% of outdoor fires occurred between 07:00 and 18:00, most of them vehicle fires.

This is consistent with the assumption that most waste container fires may in fact be started on purpose and occur when few people are around.

5.3. Rescues

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

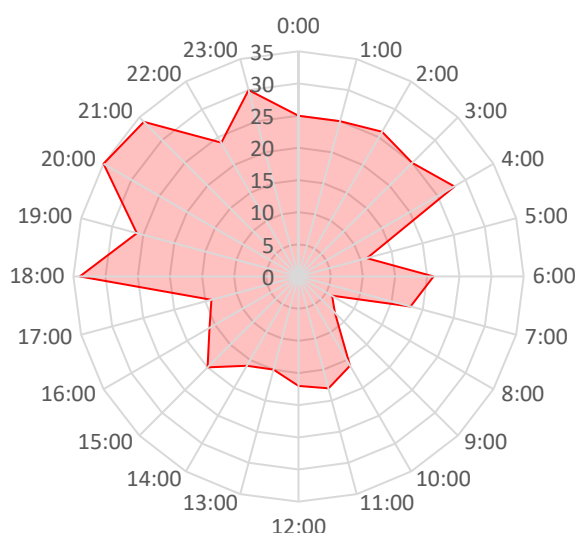


Figure 33 – Distribution of outdoor fires by time slot

nearly a third of SPEIS services. In 2025, 1,137 such services were carried out, 12% more than the 1,012 services recorded the previous year.

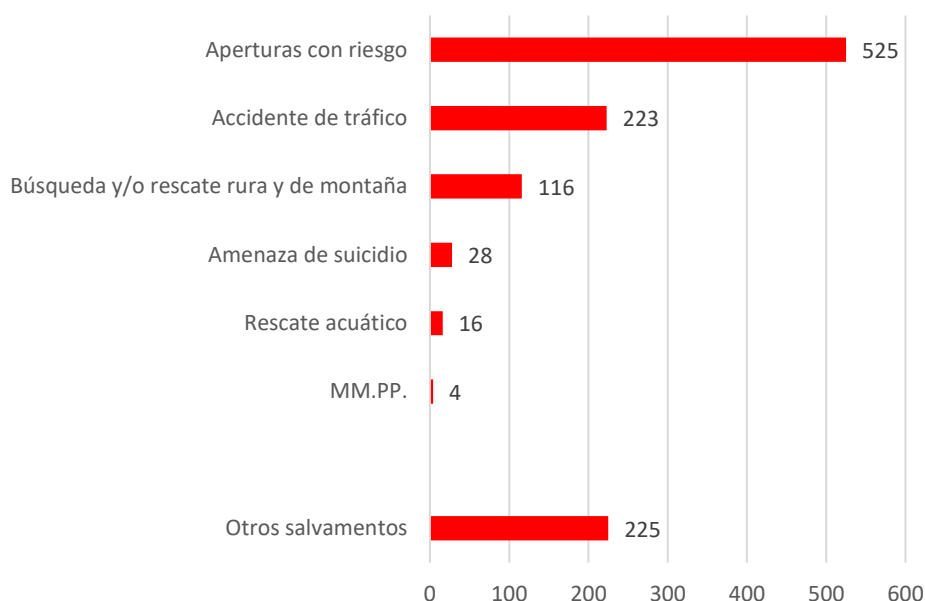


Figure 34 – Number of rescue interventions according to type of intervention

The most frequent intervention is access to homes with people at risk, with 525 interventions of this type taking place. Traffic accidents in which people are mechanically or physically trapped occupy the second position (223 interventions), followed by search and rescue in rural and mountain environments (116).

The category “other rescues” covers very similar situations for which there is no predefined automatic mobilisation of means, such as collaboration with medical personnel with evacuations (a third of the total), work accidents, freeing trapped limbs, animal rescues, etc. This classification includes 225 call-outs with an intervention.

5.3.1. High-risk entries

Risk-related forced entries involve gaining access to homes because there are or may be people at risk inside: elderly people who are alone and do not answer, betiON service users who have pressed the help button but do not answer or open the door, children trapped inside who are unable to open the door, etc.

Also included in this type are urgent interventions for people trapped in lifts where it is not possible to wait for the arrival of technical personnel from maintenance companies.

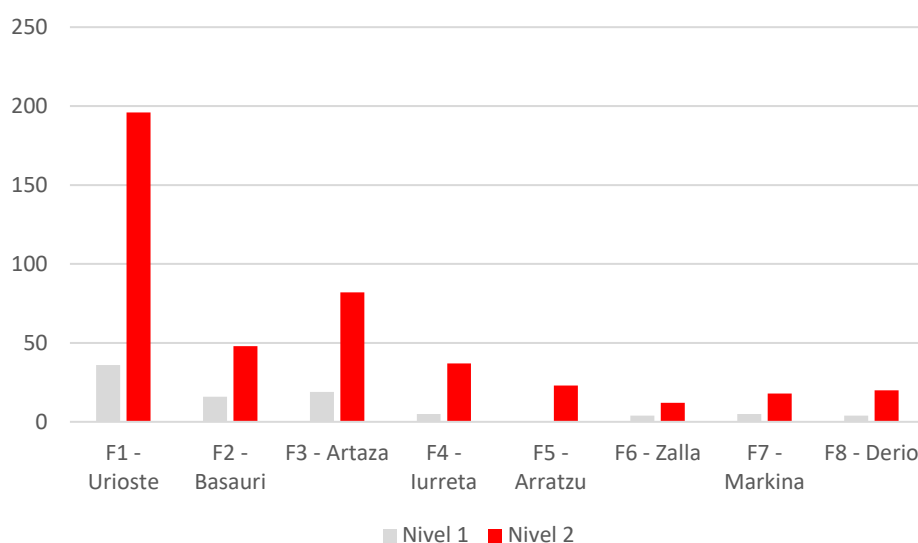


Figure 35 – Classification of high-risk entries by level

In total, there were 525 forced entry interventions in 2025. Some 83% of them were level two, situations where people's safety may be at risk.

By station, Urioste carried out the most interventions (232), followed by Artaza (101), Basauri (64) and Iurreta (42). This corresponds with the number of people each station serves.

Once again, the most populous municipalities top the list.

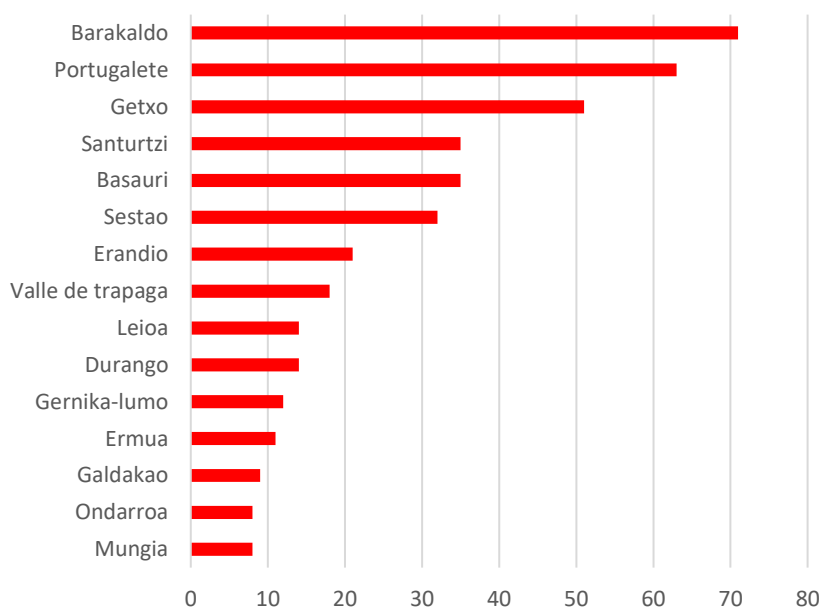


Figure 36 – Classification of high-risk entries by level

These interventions mainly occurred during the day, peaking in mid-morning, at midday and at dusk. This is consistent with typical patterns in such services, where carers or relatives cannot get in touch with elderly people and seek emergency assistance.

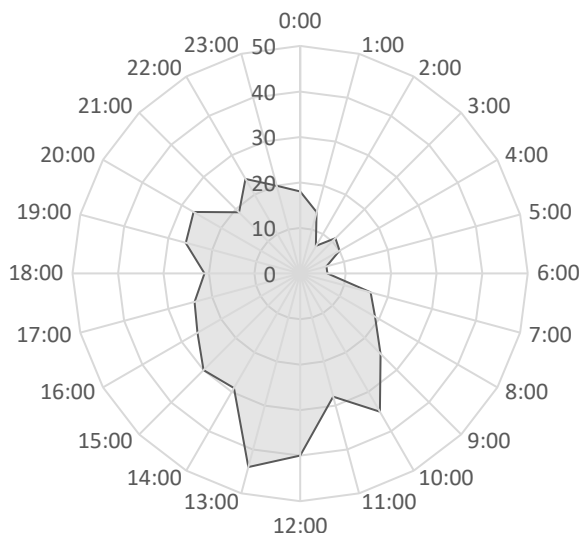


Figure 37 – Classification of high-risk entries by level

5.3.2. Traffic accidents

Traffic accidents are one of the main types of services handled the SPEIS. In 2025, 223 road traffic incidents were attended. Most (200 interventions) were level one incidents, involving a single vehicle where there is or may be a person requiring rescue. A further 22 interventions were level two (traffic accidents involving people trapped in more than one vehicle, with heavy vehicles involved or other added difficulties) and only one was classified as level three.

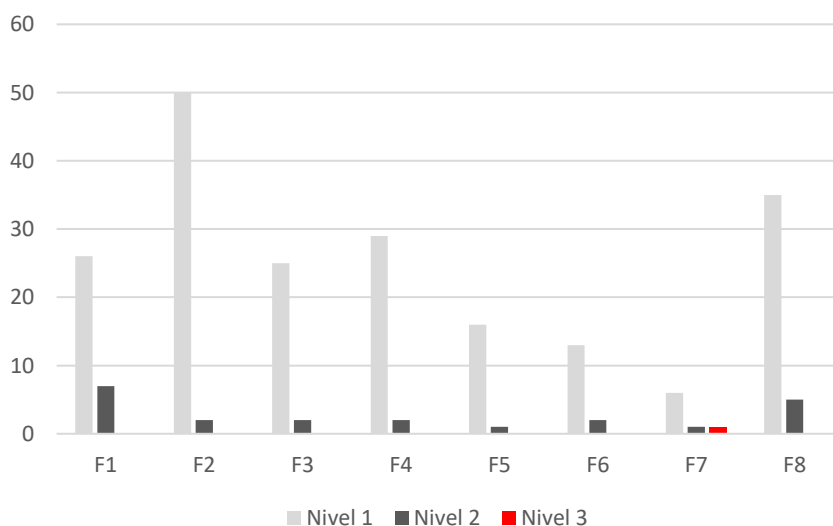


Figure 38 – Classification of traffic accidents by level

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).

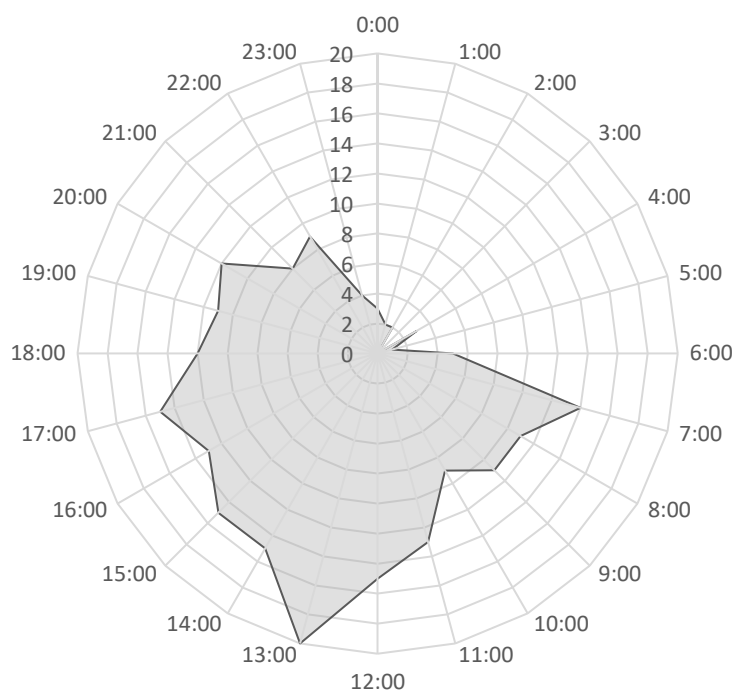


Figure 39 – Distribution of traffic accidents by time slot

In terms of the days of the week, Mondays were the day with the highest number of accidents attended, but there is no consistent pattern over the years (the previous year, the day with the most accidents was Wednesday).

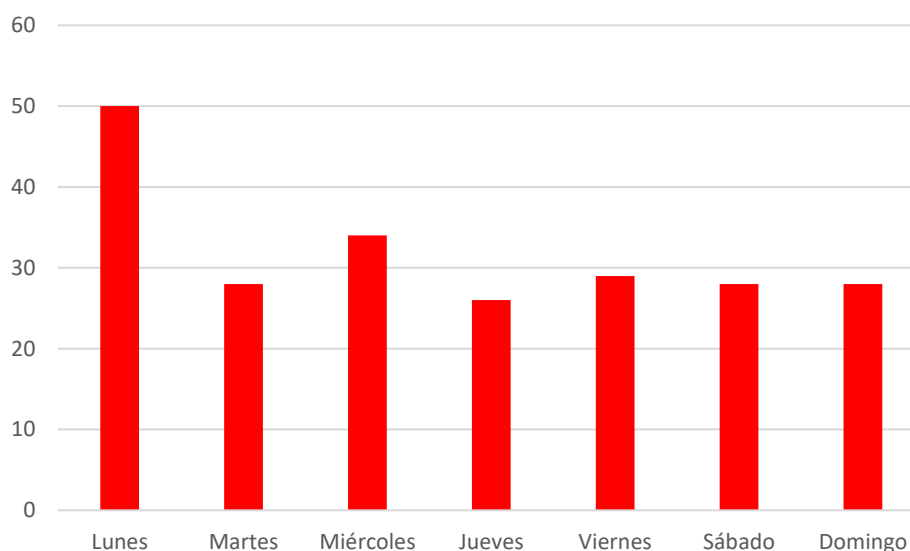


Figure 40 – Distribution of traffic accidents by day of the week

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 2025, the majority (110) of these interventions were level one interventions, with two level two interventions, and four level three interventions (those requiring special techniques).

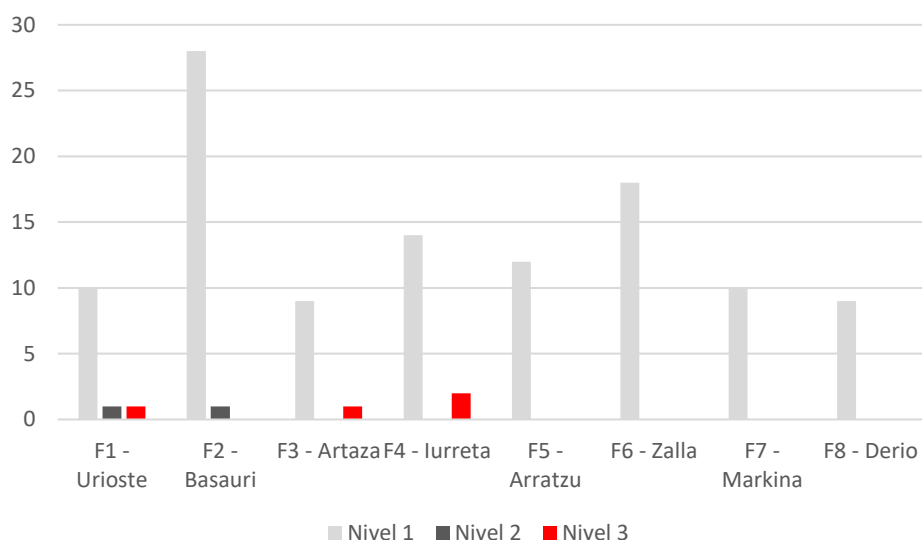


Figure 42 – Classification of rural and mountain searches and rescues by level

In terms of geographical distribution, the stations with the most interventions are Basauri and Iurreta. This is mainly due to the fact that they are the main stations for interventions that occur in the natural stations of Urkiola and Gorbea, respectively, which also tend to present an added technical difficulty. This year the Zalla station was added, with 18 interventions of this type, although they were all level one.

With regard to the days of the week, there is a clear and consistent trend year after year. Weekends see a greater number of call-outs due to the increase in leisure activities in natural areas.

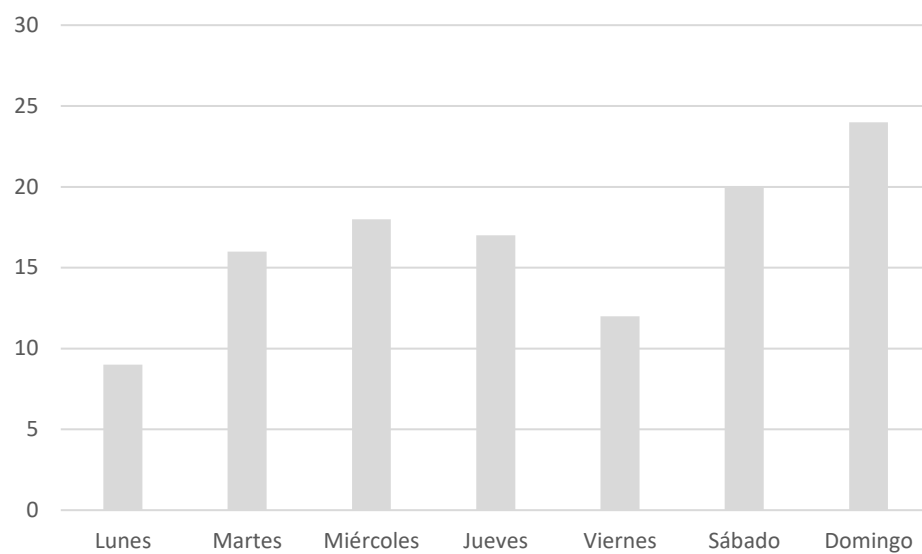


Figure 43 – Classification of rural and mountain searches and rescues by day of the week

By month, there was no clear pattern, though fewer call-outs were required in winter.

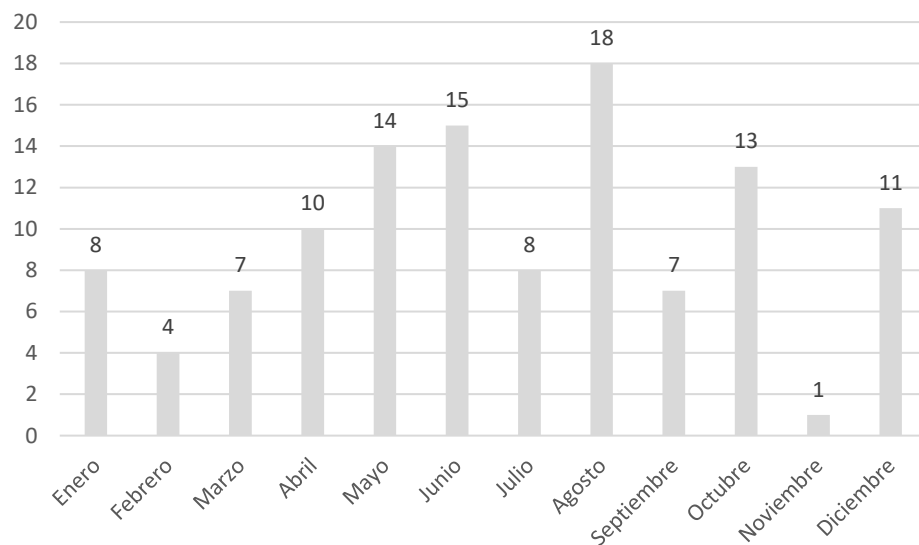


Figure 44 – Classification of rural and mountain searches and rescues by month

Lastly, with regard to time slots, most rural and mountain interventions occurred during the day, particularly in the morning.

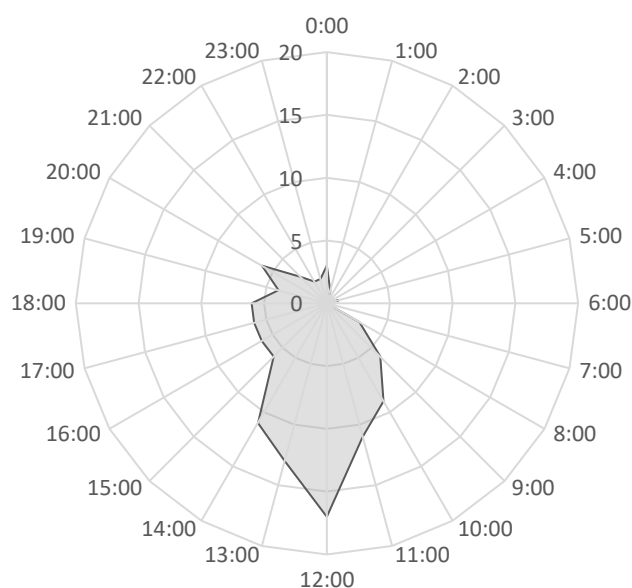


Figure 45 – Classification of rural and mountain searches and rescues by time slot

5.3.4. Suicide attempts

The number of services for attempted suicide (150) was lower than the previous year. In addition, 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 or police in a safe area before our arrival. Ultimately, intervention was required in only 28 cases, making it one of the types of service with the lowest intervention rate, as mentioned previously.

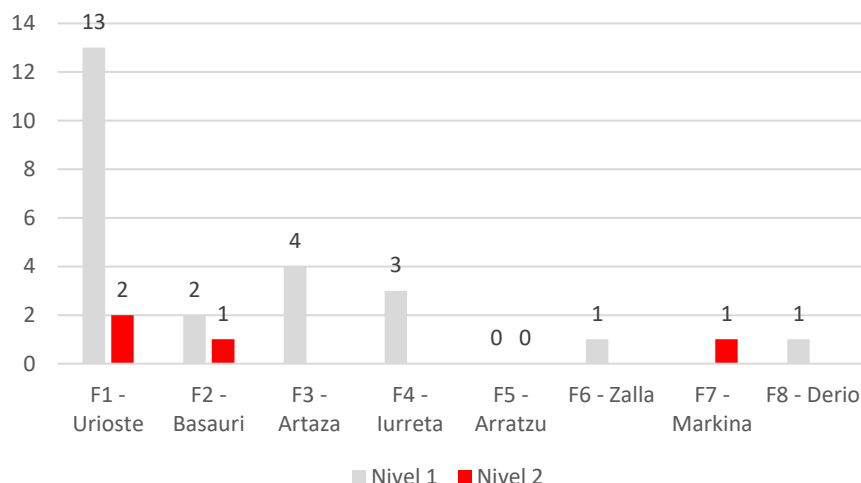


Figure 46 – Classification of suicide attempt services by station and level

Of the 28 interventions, 24 were level one (only the victim involved) and another four classified as level two (interventions with violent persons who threaten their safety and that of third parties or their surroundings). More than of the interventions involved the Urioste station.

5.3.5. Surface water rescue

The number of surface water rescue interventions is very low (16 interventions out of a total of 4418, 0.36% of the total) but these are interventions where may be a high risk for the victims involved.

The Urioste and Artaza stations attended almost half of the interventions between them (seven), partly because many of the situations occur in the vicinity of the Abra estuary.

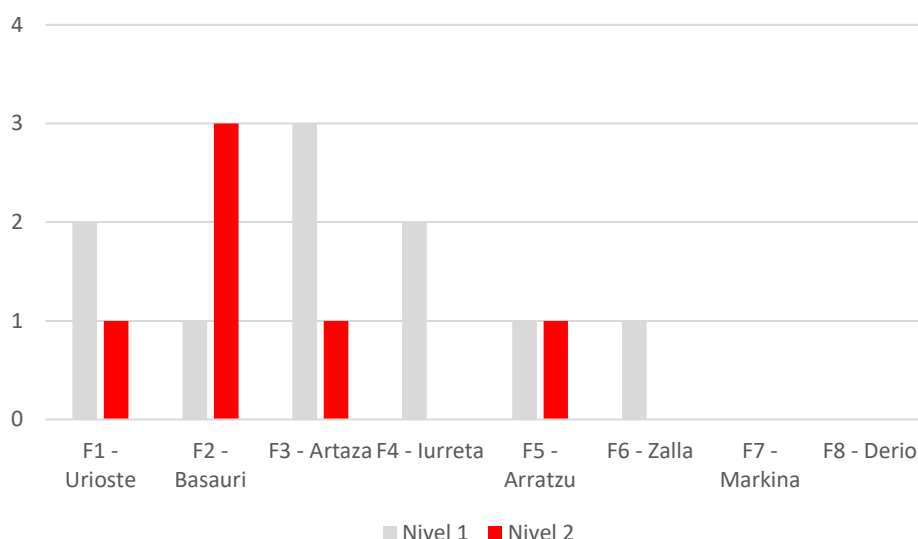


Figure 47 – Classification of surface water rescue call-outs by station and level

5.3.6. Interventions with dangerous goods

In 2025, six interventions with dangerous goods were carried out, four of them in the area of operation of the Urioste station and relating to the transfer of dangerous goods by road and rail to or from the Port.

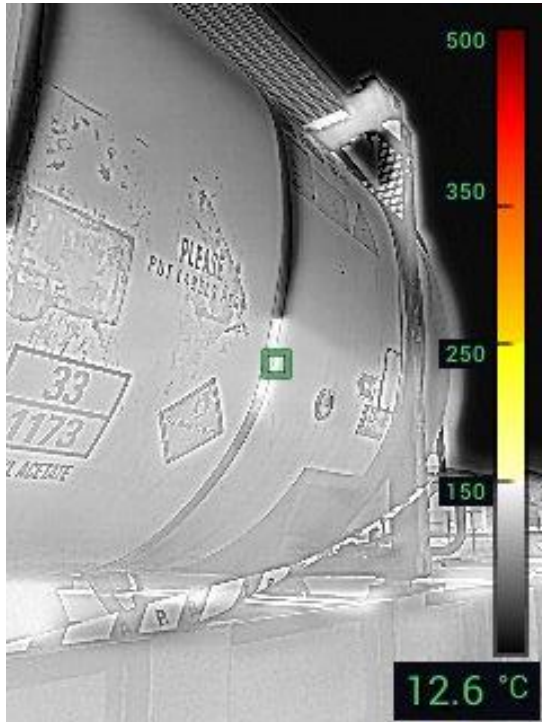
All these interventions were classified as level one.

Date	Location	Situation
14/03/2025	Port of Bilbao	Ethyl acetate tanker leaking in the port
16/03/2025	Zierbena	Empty lorry leaking sulphur dioxide from previous load
04/09/2025	BI-30 (N637) LEZAMA	Accident between a lorry with fuming sulphuric acid and a van
13/11/2025	BI-10 Bilbao ring road	Accident involving a car, petrol container
29/11/2025	BI-30 Bilbao northern ring road	Lorry with cylinders giving off smoke
01/12/2025	Arrigorriaga	Accident involving three vehicles and petrol lorry

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.

On 4 September, we attended an accident on the BI-30 between a van and a lorry transporting fuming sulphuric acid, in which the spill ultimately turned out to be coolant.

On 14 March, we were mobilised for an accident in the port of Bilbao, in which a tanker with around 26,000 litres of ethyl acetate (a highly flammable volatile liquid) had suffered damage during unloading from the ship and was leaking profusely.



5.3.7. Other rescues and salvages of persons or animals

The remaining rescue and recovery operations involving people or animals (225 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.

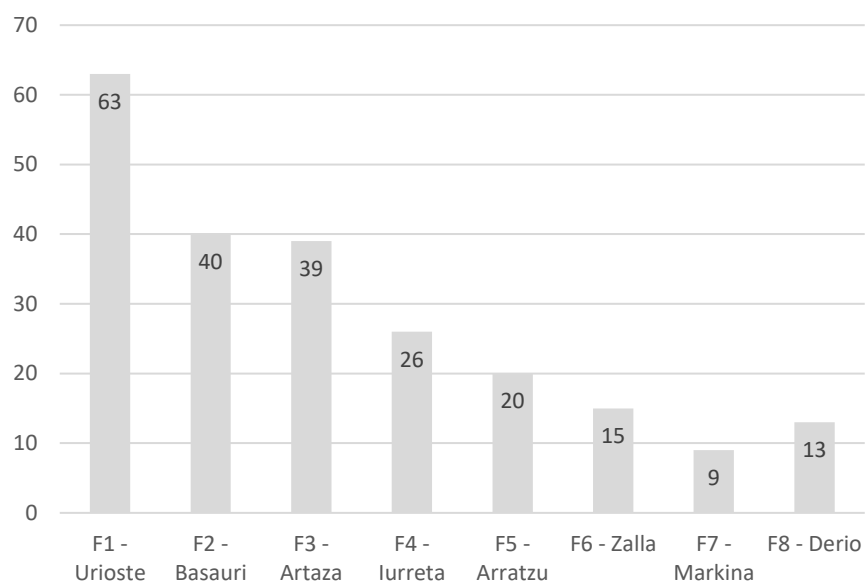


Figure 48 – Other rescues and salvage operations by station

5.4. 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 2025, 2,171 situations of this type were dealt with.

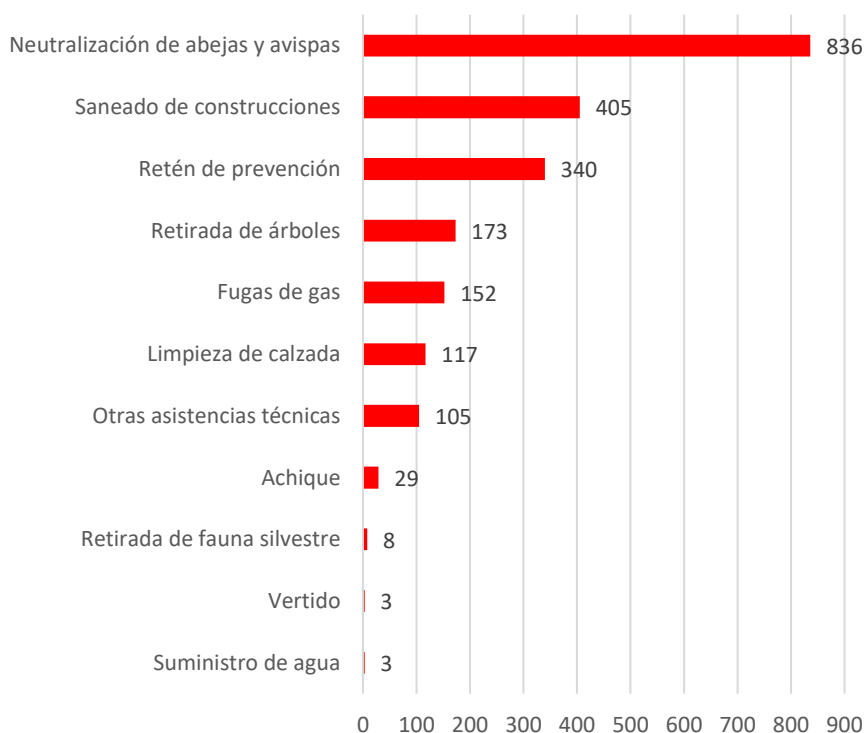


Figure 49 - Number of technical assistance interventions according to type

The most frequent call-outs in this group include call-outs to neutralise or remove bees and wasps, with 836 interventions, followed by making buildings safe (405) and prevention checkpoints (340). In addition, there were 173 tree removals, 152 gas leak interventions and 117 road cleaning operations.

5.4.1. Neutralisation of bees and wasps

Wasp and bee nest removals were the most frequent intervention type for the SPEIS, accounting for almost 19% of all interventions in 2025.

These were mainly required in summer and early autumn. The peak came in August, with 200 interventions in a single month.

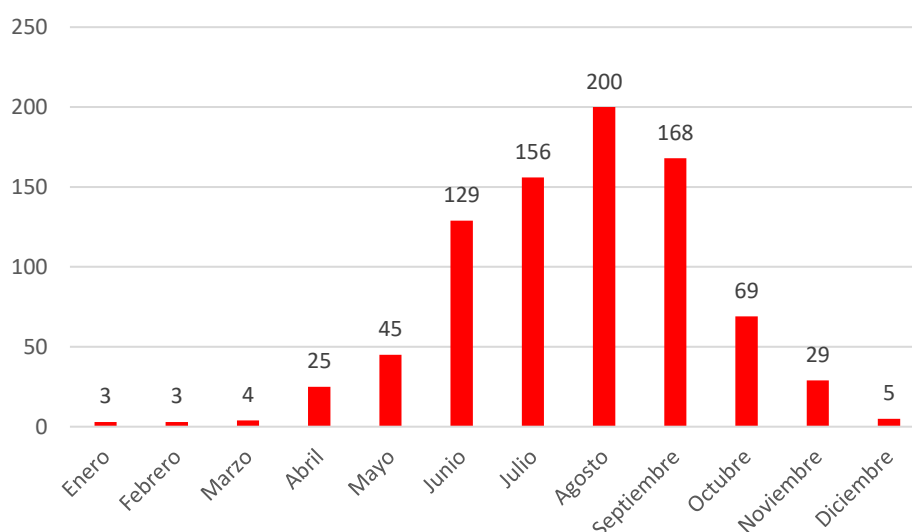


Figure 50 – Wasp/bee removal interventions by month

In terms of the distribution of call-outs by station, the relative weight differs from other types of interventions, as it is not so directly linked to population density and instead responds to other variables such as terrain, vegetation and so on. The stations of Basauri (137 interventions), Iurreta (131), Artaza (129) and Derio (125) have a higher number of interventions. For Derio, this number has a significant impact on the total number of interventions in the station.

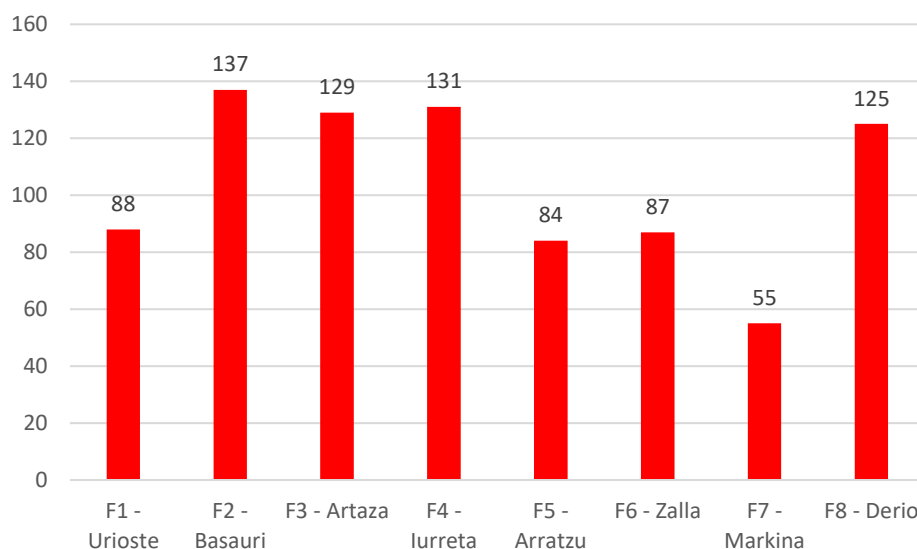


Figure 51 – Wasp/bee removal interventions by station

5.4.2. 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.

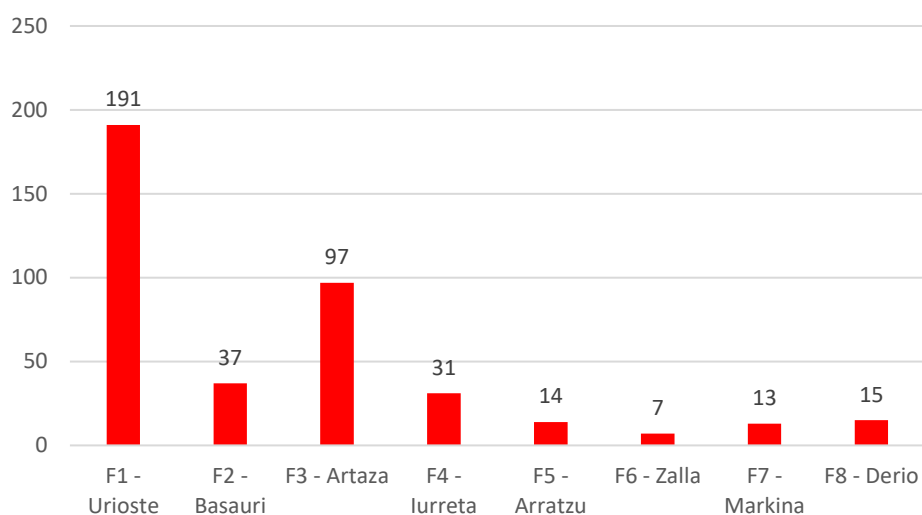


Figure 52 – Interventions to make buildings safe per station

Interventions of this type mainly occur at the stations of Urioste (191) and Artaza (97). 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 Abra are the most exposed to spells of strong winds.

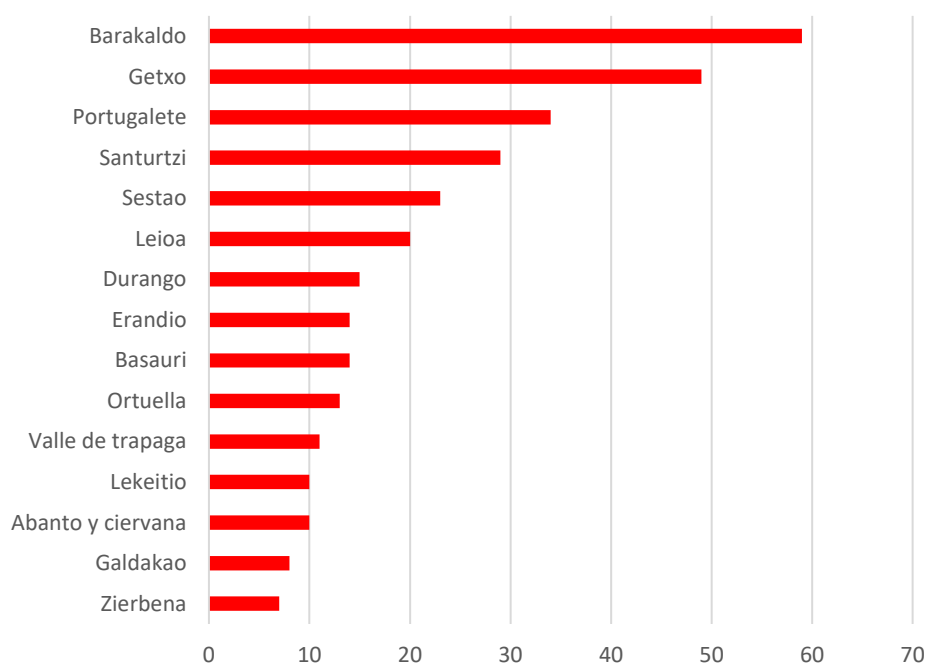


Figure 53 – Interventions to make buildings safe per municipality

By month, there is no clear predominant trend, although this year the month of January stands out for having several days with spells of strong winds, which influences the statistics as a whole.

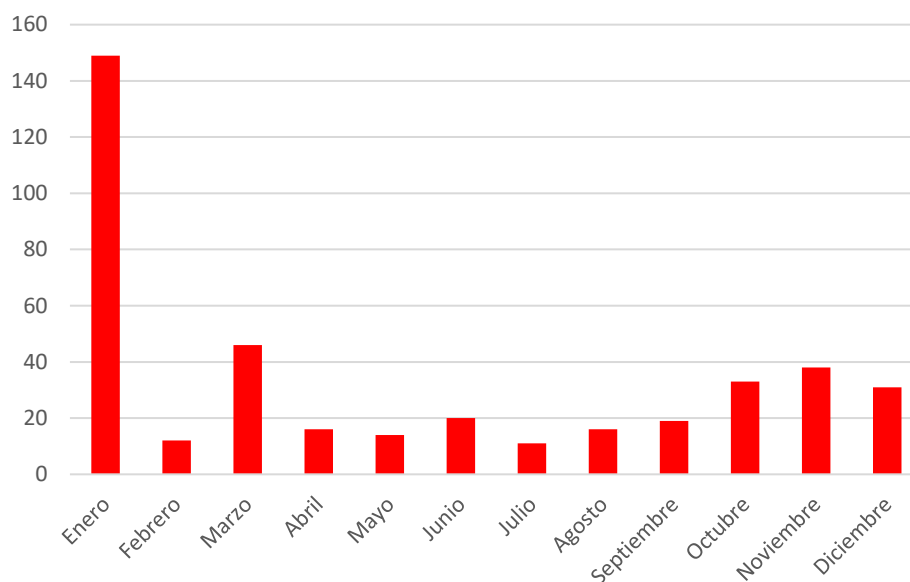
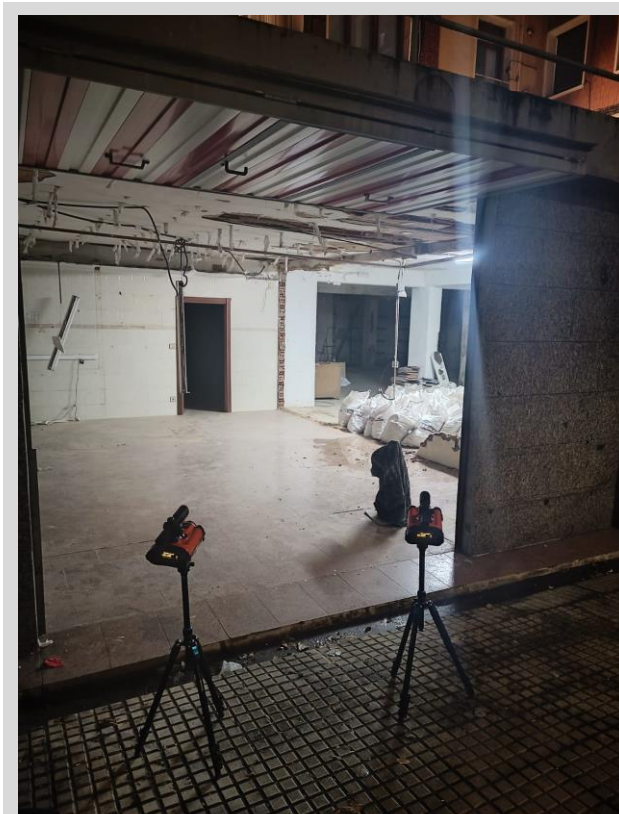


Figure 54 – Interventions to make buildings safe per month



On 29 October in Santurtzi, during works in the lower area of a courtyard, the slab was affected and the courtyard providing access to three entrances began to collapse.

It was confirmed that the structure was collapsing through the use of motion sensors. Some residents were confined to their homes and several women who required it for health reasons were evacuated by aerial ladder.

The following day, the courtyard had to be demolished and a temporary walkway erected.

5.4.3. 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 (310) 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.

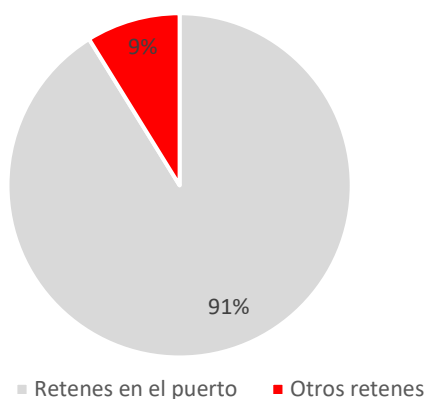


Figure 55 – Distribution of SPEIS prevention checkpoints by type

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.

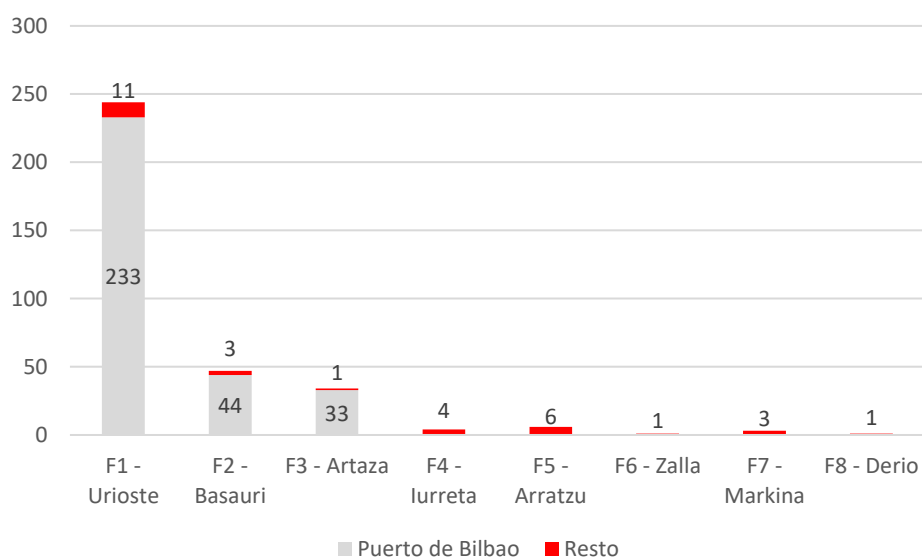


Figure 56 – Distribution by station of prevention checkpoints

5.4.4. Tree removal

During 2025, 173 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.

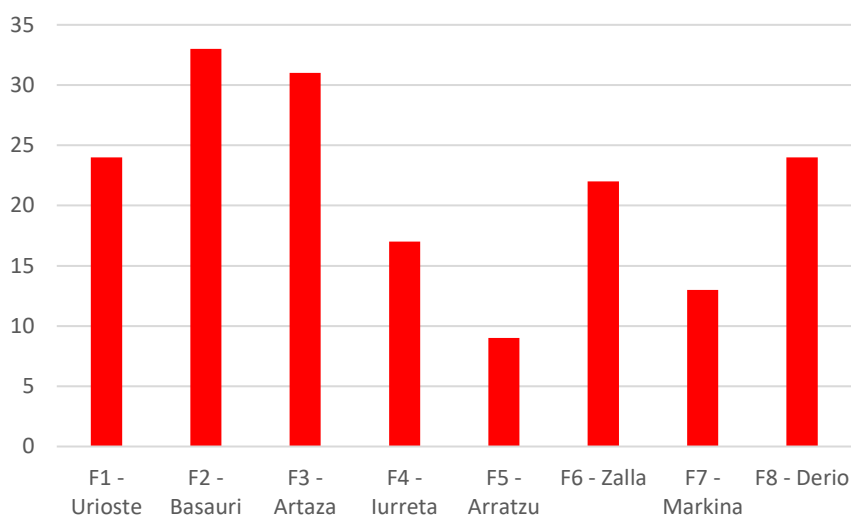


Figure 57 – Distribution of tree removal by station

In terms of monthly distribution, this type of call-out usually occurs more frequently in the autumn months, when the vegetation is dry and there are spells of stronger winds. The intervention peaks in January and June were due to several days of strong winds that generated a large number of interventions.

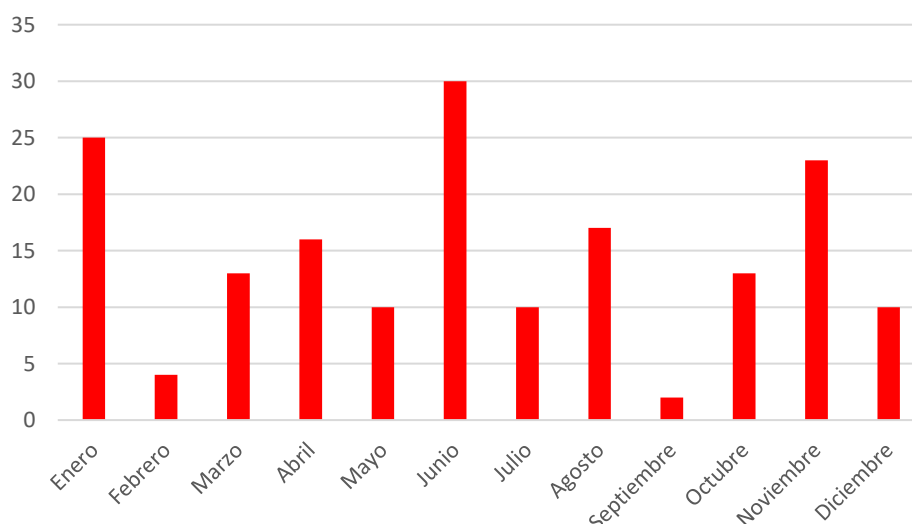


Figure 58 – Distribution of tree removal by month

5.4.5. 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 of the 117 interventions during the year is proportional to the other services attended, with Urioste station standing out with 47 interventions, representing 40% of the total.

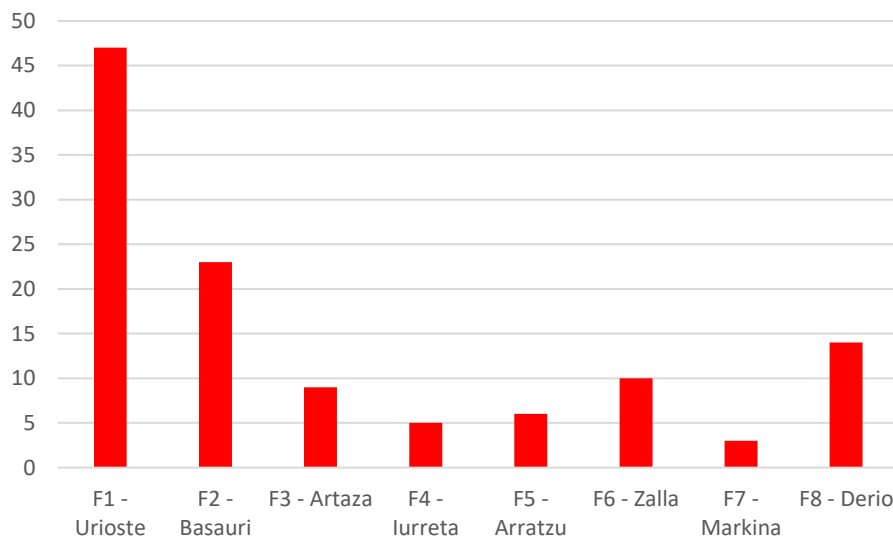


Figure 59 – Distribution of tree removal by station

5.4.6. Gas leaks

The majority of gas leak interventions (104 interventions, 68% of the total) were level one services (potential unconfirmed leak). In many of these interventions, there is no actual leak and the work consists of ruling out leaks using specific gas meters.

A further 47 interventions (31% of the total) were level two interventions (small leaks) and only one intervention was level three (large leak), corresponding to an accidental rupture of a main pipe on a public road.

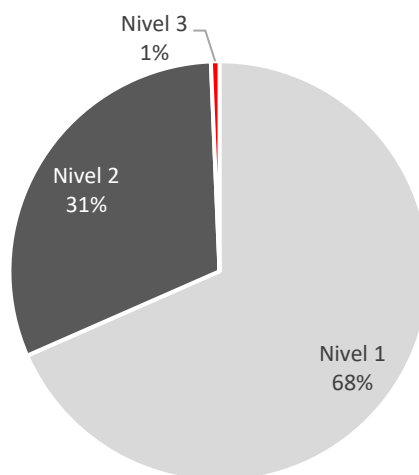


Figure 60 – Classification of structural fires by level

By station, Urioste (with 62 interventions) and Artaza (with 34) had the highest number of interventions.

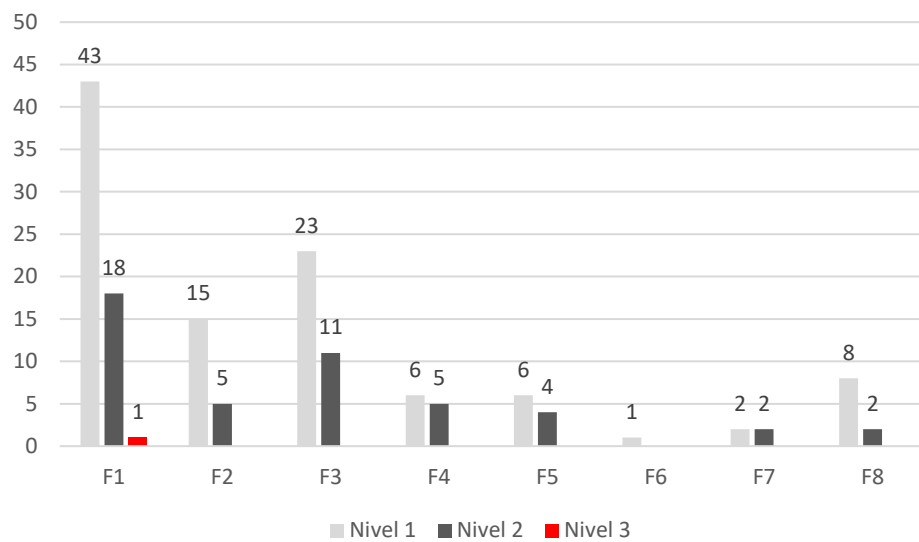


Figure 61 – Gas leak call-outs by type and station

5.4.7. Other technical assistance

During the year, 148 interventions were carried out for technical assistance other than those already analysed. These included 29 bailing operations, 8 wildlife removals, and three water supplies for emergency situations.

06

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 section chief inspector and two officers), 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 prevention 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.

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 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 2025, a total of 12 operational procedure sheets 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:

- Arania S.A.
- MAX OCIO BARAKALDO (update)
- MAX CENTER Barakaldo (update)
- Cruces Hospital
- Ormazabal
- SMURFIT KAPPA-Bizkaia Energia
- Aurubis (update)
- Derio Seminary
- Bilbaína de Alquitranes
- BBG
- Tepsa
- Exolum

In addition, the operational procedure sheets for the tunnels of the Conservation Service of the Provincial Council's Department of Infrastructure and Territorial Development have been updated.

6.1.2. Reporting of incidents to other administrations

When the Prevention Section becomes aware of a case arising during a SPEIS intervention that may require the involvement or mediation of municipal social services or other public bodies, this is reported through written communication.

In 2024, a total of 67 incident reports were sent to various public administrations, representing a 37% increase compared with the 49 sent the previous year.

6.1.3. Visits to specific risk locations

In coordination with the station heads and sergeants, a total of 180 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 8 fire stations.

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

- Orbea S. Coop
- Conservas Campos
- NEIKER Basque Agrarian Research and Development Institute
- Conservas Zallo
- Estamcal S.A.
- Induplast
- Ormazabal
- Arania S.A.
- Silicatos de Malpica
- Ondarroa port facilities
- ETAP Zalla
- Otxartaga – Ortuella Nursing Home and Day Centre
- Zalla'Ko Eguzki Nursing Home
- Cruces Hospital
- Zamudio Hospital
- Mamariga Metro shuttle
- Arbisa Industrial Supplies
- Derio Seminary
- Lezama Athletic Club facilities
- Coca-Cola Galdakao
- Bilbaína de Alquitranes

The shifts also carried out operational prevention visits to the following companies, entities and infrastructures:

- Tubos Reunidos
- Orbea
- KIDE
- Aceros Olarra
- Loiu Airport
- Aurubis Berango S.L.U.
- Bermeo Hospital
- San Mamés tunnel facilities
- Heidelberg Materials
- Esergui Disteser
- WeylChem Bilbao S.L.U.

- Bahía de Bizkaia Gas
- Bilbao Metro stations
- Draxton
- Ondarroa port facilities
- Fishing vessel in the port of Ondarroa
- Arania S.A.
- Zalla'Ko Eguzki Nursing Home
- La Avanzada tunnel. Renovation and new fire protection system installations
- San Mamés access tunnel (Bilbao)
- Mamariga tunnel
- Ormazabal
- Derio Seminary
- Tepsa

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 2025, the Fire Service participated and collaborated in a total of 12 drills, including:

- Drills at various Metro Bilbao stations
- Drill at the Zalla nursing home
- Altamira tunnel
- La Avanzada tunnel
- Petronor
- Mendia HLHI ikastetxea Nursery and Primary School (Balmaseda)
- SMURFIT KAPPA

Training drills were also carried out, simulating fires in the area around the old port of Algorta. These exercises enabled firefighters from Artaza station 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. Updating hydrant data

Access to reliable water sources is essential for resolving major fires effectively. To this end, the SPEIS uses a GIS mapping system that provides information on hydrants across various municipalities.

The BINCABB project, led by the Bilbao Bizkaia Water Consortium in collaboration with the SPEIS, will give intervention teams clarity on the minimum flow and maintenance status of hydrants, with guaranteed maximum distances.

In addition, the database for the following municipalities has been updated:

- Basauri
- Barakaldo
- Amorebieta-Etxano

6.1.6. Meetings with other organisations

Joint meetings have been held to address prevention-related challenges:

- Santurtzi Town Council. Emergency vehicle access during festivities.
- Urduliz Town Council. Accessibility conditions for emergency vehicles.
- Sestao Town Council. Consultation on hydrants in urban areas.
- Meetings of the Loiu Airport Safety Committee.
- Orduña Town Council. Preparation of an accessibility map for the old town.
- Altamira tunnel drill meeting.
- Meeting with the municipal architect of Santurtzi. Compliance with renovation regulations for a building in the port.
- Meeting with the Head of Security and Engineering Services and the Deputy Director of General Services at Cruces University Hospital.
- Barakaldo Town Council. Accessibility problems in the car park at Ibaibe School, Mining Institute, Trueba School.
- Santurtzi Town Council. On-site visit to Cuesta del Hospital Alto Kalea.
- Santurtzi Town Council. Meeting with the urban planning department regarding several action areas in the municipality.
- Airport Emergency Committee.
- Meeting with NEIKER (Basque Agrarian Research and Development Institute).
- Meeting to prepare visits/operational procedure sheets at Orbea S. Coop (Mallabia).
- Iurreta Town Council (quantity surveyor) regarding access within the municipality.
- Three meetings to prepare for the 2025-2026 UEFA Youth League match involving Athletic Club.
- Safety and prevention meeting at Bilbaína de Alquitranes.

6.2. Technical prevention

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

During 2025, a total of 19 advisory reports were produced based on incidents during interventions or site visits, been provided to companies, technicians, city councils, and other administrations on construction solutions, application of regulations in special situations, fire protection, etc.

Type of report	Editions
----------------	----------

Reports to companies	0
Ruins	8
Accessibility	5
Safety conditions	2
Supply	1
Urban planning	3
Visits	0

Six additional technical queries were answered from city councils, infrastructure managers, architectural firms and others, regarding SPEIS procedures and fire safety regulations.

6.3. Citizen awareness

Recognising the importance of public education on prevention and fire response, the SPEIS of the Bizkaia Provincial Council is involved in numerous awareness-raising initiatives.

The Prevention Section plans and carries out educational, training and information 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. Prevention training sessions

In 2025, various talks on fire safety were given to different groups. 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.

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.

6.3.2. Citizen awareness campaigns

During 2025, 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.

- Chimney fire awareness campaign.

- Design and development of a pilot project for the installation of smoke detectors in the Busturialdea region.
- Participation in the children's programme "POTX ETA LOTX". Raising children's awareness of fire prevention.

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.

Once again 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.

6.3.3. Participation in conferences and professional seminars

During 2025, staff from the area took part in a conference on the new fire safety regulations for industrial establishments (RSCIEI) organised by OPRA, as well as the 2nd fire protection congress organised by AVACOI at Euskalduna Palace on 4 November, which brought together fire protection professionals: installers, maintenance staff, architects, specifiers, safety technicians, administrations and emergency services.

07

Training

The SPEIS has a training section made up of two officers and one inspector, which reports 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.

In 2023, the SPEIS training plan was reviewed in depth and an analysis process was carried out to produce a medium- to long-term proposal to guide future annual plans. Firstly, an analysis was conducted of the training carried out during the previous ten years, training gaps recognised by staff across different ranks, lessons from incident analyses (RETEX), incorporating insights from regular and special drills carried out by shift staff. Alongside content updates, the plan addressed better integration between rank categories, a need repeatedly highlighted by staff, especially middle managers.

The training framework aligns with qualifications SEA676_2 - Fire prevention, firefighting and rescue, and SEA536_3 - Emergency civil protection management and coordination, published in RD 932/2020. These also underpin entry training provided by the Basque Academy of Police and Emergencies (AVPE).

The plan proposed in 2023, updated year by year, serves as the basis for training in subsequent years. It comprehensively covers on-the-job training, station drills (a key training

tool), career development, entry training and the maintenance of the working groups around which the SPEIS training programme is organised.

7.1. Training of new recruits

Induction courses for the different roles are mainly delivered by internal personnel, in accordance with the established criteria and approved by the Basque Academy of Police and Emergencies (AVPE) and therefore qualifies participants to work in any of the six Fire Prevention, Extinction and Rescue Services belonging to the Basque public administrations.

In 2025, two initial training courses were held, one of them for entry and reserve list inclusion for the category of integrated emergency centre operator, with 20 candidates (two applying for a post and the remainder for inclusion on the reserve list).

The other was a firefighter-driver course for reserve list inclusion with 26 candidates, 24 of whom were selected by call-up order according to the latest public employment offer, with three additional places added under the Provincial Equality Plan, of which only two were ultimately filled.

Both courses were assessed through a system of continuous tutoring and theoretical/practical tests.

Furthermore, the SPEIS is carrying out, in collaboration with the rest of the services in the Basque Country and the AVPE, a review and update of 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 2025, a total of 535 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:

COURSE	Editions	Students
Forced entry techniques (5h)	12	BC-Burus
Structural fire intervention techniques (5h)	12	BC-Burus
Interventions in new technology vehicles (5h)	8	BC-Burus

Update on chemical risk interventions (5h)	12	BC-Burus
Stress management (five hours)	18	BC-Burus
Access, location and search in natural settings (5h)	12	BC-Burus
Searches in natural and peri-urban areas (5h)	2	Burus
Use of helicopters in forest fires (five hours)	3	Burus
Emotional first aid (five hours)	3	Burus - SZ
Emergency healthcare (five hours)	3	SZ
Intervention analysis – RETEX (5h)	6	SZ-OF-INSP
PMA3 drills (5h)	4	OF-INSP
Procedure updates (5h)	6	Commanders
Organisation of searches in natural environments (five hours)	2	Operators
Support from CEIGE to incidents involving hazardous materials and road-traffic rescue operations	2	Operators
Procedure updates and RETEX	2	Operators

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

- Hydraulics applied to interventions (advanced level)
- IRATA level one for instructors.
- Course on interventions using aerial ladders (level II)
- Training for trainers, basic level FOR1 - instructor.
- Training for trainers, advanced level FOR2 - pedagogical coordinator.
- Course on fire extinguishing on ships, Jovellanos.
- Safety in photovoltaic installations.
- Course on techniques for rapid intervention teams, IFRT.
- Course on rescue techniques for firefighters in structural fires, Granada.
- Course on specialised use of thermal cameras.
- Technical director of forest fire extinction, basic level (DTE-A).
- Technical director of forest fire extinction, Intermediate level (DTE-B).

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 2025, the implementation of the manoeuvre procedure continued, which involves updates to the manoeuvre catalogue, the organisation of the calendar, and the level of command in each manoeuvre.

A new feature this year was the inclusion of a night-time rescue drill for traffic accidents, providing training in low-visibility conditions using portable lighting.

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

- Biohazard
- Initial medical care
- Search and rescue in natural environments.

As for the special drills carried out in real-life settings, surface water rescue (SWR) drills took place in various locations near the different fire stations, and fire drills were conducted in the old town of Algorta's old port.

In addition, taking advantage of the demolition of Aiboa secondary school (Getxo), various drills and a full urban search and rescue in collapsed structures (USAR) intervention exercise were carried out.

7.4. Ispaster training area

The Bizkaia Provincial Council has a training area in Ispaster, where, in addition to the courses and drills of the SPEIS itself, courses are held for emergency services, companies, nautical and fishing schools and public awareness initiatives. In 2025, 118 courses were held that 1,424 people attended.

7.5. Joint drills with the Mountains Service

The Bizkaia Provincial Council began in 2024 and continued in 2025 a training programme for forestry patrols and the region's fire service to improve forest fire suppression operations through the use of water drops from helicopters. The goal is to ensure all technical staff are well prepared for such emergencies, strengthening Bizkaia's capacity to respond to forest fires, which are an increasing risk due to climate change.

Weekly drills are held in both scrubland areas without tree cover and wooded areas to improve communication and team coordination when defining objectives, strategies and tactics.

Each session involves a six-person Mountains Service team, a forest fire engine from the Fire Service and commanders from both services of the Bizkaia Provincial Council.

7.6. Participation in events

The instructors of the working groups and controls have participated in various congresses and professional events during 2025:

- ENRATT (Rescue in Traffic Accidents and Trauma National Meeting)
- National meeting of firefighters specialising in work at height and rescue (Seville).
- Disaster intervention conference in Torrejoncillo (Cáceres).
- International sessions in Béjar
- Rescue days in Alcañiz

USAR drill.

In spring, a large-scale rescue drill in collapsed structures was carried out at the former Aiboa secondary school. The exercise, divided into two participation shifts lasting three hours each, involved more than 60 firefighters and officers in a deployment designed to recreate real emergency conditions.

The drill simulated the partial collapse of a public building, with multiple people missing. These types of situations represent a significant logistical and operational challenge, requiring precise coordination and the use of specialised equipment.



Among the key objectives of the exercise were coordination of the incident scene, practice of specialised rescues and validation of advanced technology. During the drill, teams used drones equipped with thermal cameras and geophones to locate victims, stability sensors to assess structures and the remotely controlled multifunction robot.

In addition, the operability of the Advanced Command Post was tested, and advanced search techniques and rescues at height were rehearsed. Operational logistics, including lighting, supplies and equipment maintenance, were also put to the test under highly demanding conditions. The activity made it possible to identify areas for improvement, test new equipment and optimise procedures in line with international standards.

Teams from Osakidetza Emergencies, the canine unit of the Ertzaintza and the Basque rescue dog group also took part in the drill, thereby strengthening the multi-agency coordination that is so common in this type of operation.

The collaboration between the Bizkaia Provincial Council, Getxo Town Council, SOS-Deiak 112 and other agencies involved was essential for the exercise, which was carried out with maximum safety measures and without any significant incidents.

7.7. RTA Meeting

A total of 52 firefighters took part on 26 February at the internal road accident rescue event at the Iurreta station held annually by the firefighters of the Bizkaia Provincial Council, the only one of its kind to have been held in the Basque Country in 2025.

The participants were firefighters and corporals belonging to eight shifts from the stations of Urioste, Basauri, Artaza, Iurreta and Zalla. One team emerged as the winner and was selected to represent the SPEIS at the National Road Traffic Accident and Trauma Rescue Meeting (ENRATT). These types of competitions are held all over the world and aim to improve the response of fire services in actual interventions.



The challenge consists of solving a 20-minute manoeuvre against the clock in which a trapped victim has to be rescued. In these drills (which the teams are not aware of in advance, as they are assigned by draw and only revealed at the moment they are due to begin), they may come across overturned cars, vehicles stacked on top of one another or that had collided with trees. Each team features a commander, a medic and a technical crew of three or four firefighters, who must demonstrate their ability to resolve the traffic accident scenario before an external panel of judges.

The drills are evaluated and scored by judges from the Professional Association for the Rescue of Traffic Accident Victims (APRAT). They assess the commander, the technical team, and the person providing medical care received by the victim, in accordance with criteria agreed internationally by the World Rescue Organisation (WRO), a body that emergency services from all over the world form part of and which seeks to improve rescue standards in traffic accidents.

These events aim to improve real-world traffic accident responses and victim care by fire services. Lessons learned during training and competition help refine techniques, build new

skills and improve both training and real interventions of the provincial service teams and, consequently, makes it possible to raise the response level in this type of intervention.

7.8. Working groups

The service has 16 active working groups, in which operational personnel of all categories participate as instructors and collaborate in the elaboration of procedures, choice of equipment, etc.

In 2024, a specific group was created for communications centre operations (Bizkaia Prest), ensuring that themed working groups are now in place across all areas of the Emergency Directorate. In 2025, this group delivered its first training course as part of the induction training for Bizkaia Prest operators.

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

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

WORK GROUPS
Structural fires
Rescue in traffic accidents
Rescue in difficult-to-access spaces
Forest fires
Driving and vehicles
Mountain interventions
Hydropower
Chemical, biological and electrical risks
Tools and emergency access
Surface water rescue
Search and rescue in collapsed structures
Bees and wasps
Initial healthcare
Respiratory equipment
Emergency psychology
Bizkaia Prest – communications centre

08

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 inspector, 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).

During 2025, the PRYSMA system for incident management, both supplies and repairs, was implemented in all stations.

A total of 5,946 incidents were managed from the stations, which doubles the number of incidents in the previous year (2,539). This is because the logistics area is being resized and is able to handle a greater workload, but also partly because the complete digitalisation of requests through PRYSMA has enabled a more comprehensive and accurate record of the work. Incidents included requests for consumables, clothing and lost or damaged materials, etc. (5,242 in total) and equipment repairs (704). They were distributed by station as follows:

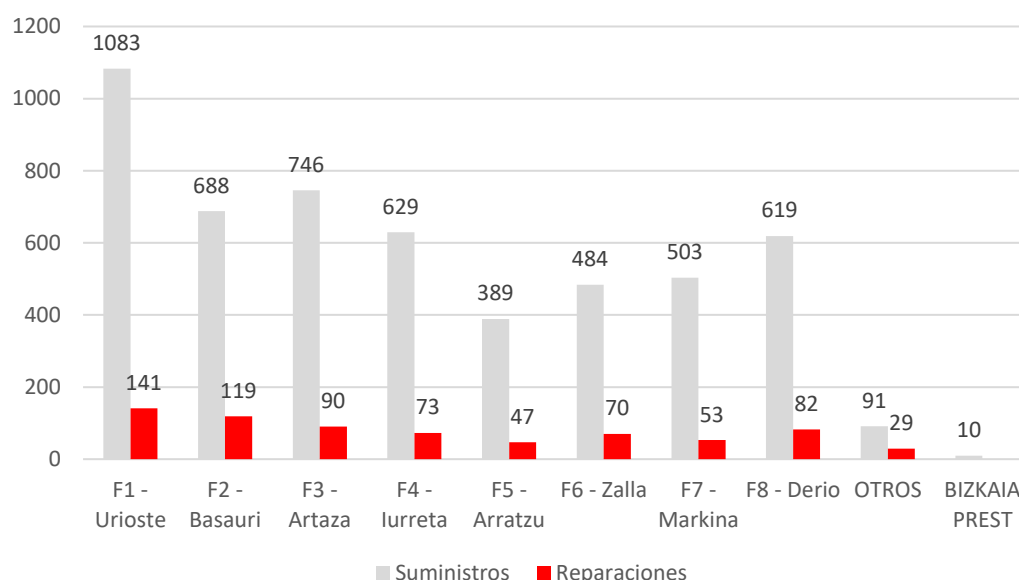


Figure 62 – Number of requests to the logistics area (by station)

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

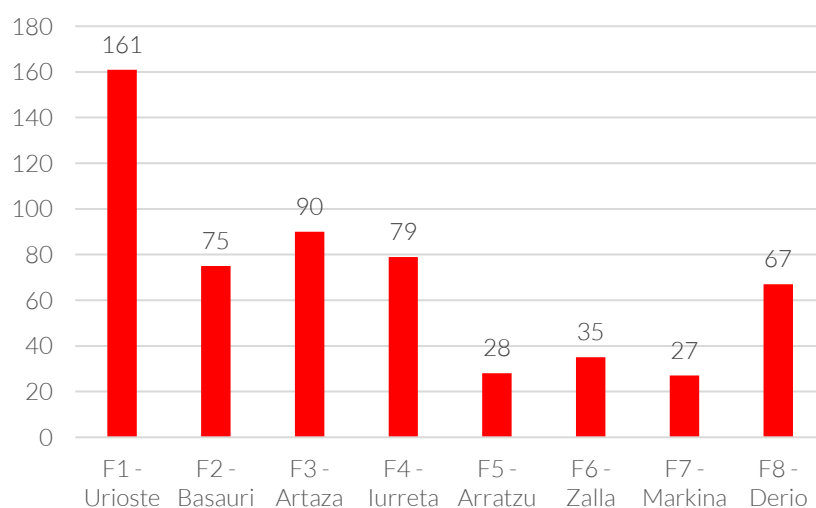
During 2025, over 1,500 preventive maintenance operations were carried out internally. All masks at the stations were cleaned and checked twice, as well as the equipment at the Ispaster training area (1,277 mask cleaning and maintenance operations). As in previous years, all harnesses and regulators at both the stations and Ispaster were cleaned and maintained: 127 cleaning and maintenance operations were performed on harnesses and 315 on regulators, along with maintenance of 15 chemical protection suits.

EQUIPMENT	MAINTENANCE CARRIED OUT
Masks	1277
Regulators	315
Harnesses	127
CO-oximeters and explosimeters	20
Level III CBRN suits	15

In addition, maintenance of other equipment such as breathing air compressors, breathing air cylinders, structural fire suits and equipment for working at height was supervised by specialist companies.

EQUIPMENT	MAINTENANCE CARRIED OUT
Cylinders	437
High-pressure compressors	13
Low-pressure compressors	9
Breathing air cylinder charging cabinets	9
Calibration bench for CO-oximeters and explosimeters	1
Structural firefighting suits	590
Technical intervention suits – per garment	1221
REDA equipment set: ropes, harnesses and rigid devices	9
Retractable fall arresters for aerial ladder appliances	20
Escapettor	78
Set of high-pressure cushions	10
Rescue mattresses	2

The logistics area is also responsible for cleaning firefighting suits after use in fires. In 2025, 563 suits were cleaned and checked, distributed by station as follows:



Graph 63 – No. of firefighting suits cleaned (by station)

During the year, as part of the implementation of the post-intervention decontamination procedure, masks and regulators also began to be decontaminated and checked in the logistics area after interventions.

8.2. Vehicles unit

As of 31 December 2025, the SPEIS vehicle unit manages a fleet of 108 vehicles formed by 67 heavy vehicles and 42 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.

The area is made up of one technical engineer and two maintenance assistants, forming part of the Technical-Administrative Section.

55 changes of tyres and fixed punctures, 155 ITV (mandatory vehicle inspection) appointments and 158 programmed maintenance tasks have been managed, distributed as follows:

	BUP	BUM	BNP	BFP	AEA	FUV	GR	TT	Light	ITUR	Trailers	TOTAL
Chassis maintenance	6	0	4	6	7	5	3	11	15	3	0	60
Allison automatic gearbox maintenance	8	0	4	0	9	7	0	0	0	0	0	28
Magirus ladder maintenance	0	0	0	0	4	0	0	0	0	0	0	4
Ladder lubrication maintenance	0	0	0	0	10	0	0	0	0	0	0	10
Crane/hook maintenance	0	0	0	0	0	0	2	0	0	0	0	2
Pump maintenance	18	2	7	11	0	0	0	1	0	6	9	54
Subtotal	32	2	15	17	30	12	5	12	15	9	9	158

Throughout 2025, a total of 428 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	61
Group 4.1	Trucks - Chassis and electromechanical unit	111
Group 4.2	Lorries - Bodywork	16
Group 4.3	Trucks - Automatic gearboxes (Allison)	27
Group 5.1	Aerial ladders, fire extinguishing pumps, and generators	99
Group 5.2	Cranes, container hooks, containers, platforms, and other hydraulic equipment	7
Group 7	Specialised vehicle cleaning and disinfection treatments	107
TOTAL		428

Work began on fitting roof racks to off-road vehicles at all stations, following last year's pilot on the TT4.

The implementation of the computerised system for managing vehicles and incidents has been completed and is now operating in all stations.

09

Procedures and investigation

The SPEIS has a procedures and investigation unit, made up of two officials and one inspector, 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 2025, procedures have been approved, prepared by the procedures unit with the collaboration of the SPEIS working groups in which personnel from all categories participate:

PGP Use and checking of FUV equipment

This procedure establishes the standard equipment and the guidelines for daily and periodic inspection of the service's multi-purpose vans, with the aim of standardising equipment and working methods and facilitating exchange and joint work between staff from different stations.

PGP Use and checking of AEA equipment

This procedure establishes the standard equipment and the guidelines for daily and periodic inspection of the service's automatic aerial ladder appliance (AEA) equipment, with the aim of standardising equipment and working methods and facilitating exchange and joint work between staff from different stations.

PGP Use and checking of BUP equipment

This procedure establishes the standard equipment and the guidelines for daily and periodic inspection of the service's heavy urban pumps (BUP), with the aim of standardising equipment and working methods and facilitating exchange and joint work between staff from different stations.

PGP Use and checking of BNP equipment

This procedure establishes the standard equipment and the guidelines for daily and periodic inspection of the service's heavy water tenders (BNP), with the aim of standardising equipment and working methods and facilitating exchange and joint work between staff from different stations.

POS Risk-related openings (update)

The operating procedure for risk-related openings has been updated, standardising and updating the material used, reviewing turnout configurations and proposing new tactics that take account of the information available on potential victims, providing guidance to the person in charge of the intervention.

PGP Use and maintenance of cylinder filling installations

The instructions on breathing air cylinder filling installations for operational staff have been reviewed, updated and organised.

At the end of the year, there were another 14 operational and service management procedures in a different phase of preparation in this area.

9.2 Analysis of interventions

In 2022, intervention analysis and experience feedback (RETEX) were formalised as part of operations. Since then, 57 analyses have been conducted and shared in 14 meetings with commanders, establishing the initiative as standard practice within the service.

In 2025, RETEX analyses were carried out on several interventions, including notable interventions by other services and the most complex drills. In addition, the practice of compiling relevant work accidents and incidents has been consolidated.

The findings were shared and discussed throughout the year in six meetings with middle and senior managers and have been made available to all staff on the SPEIS intranet.

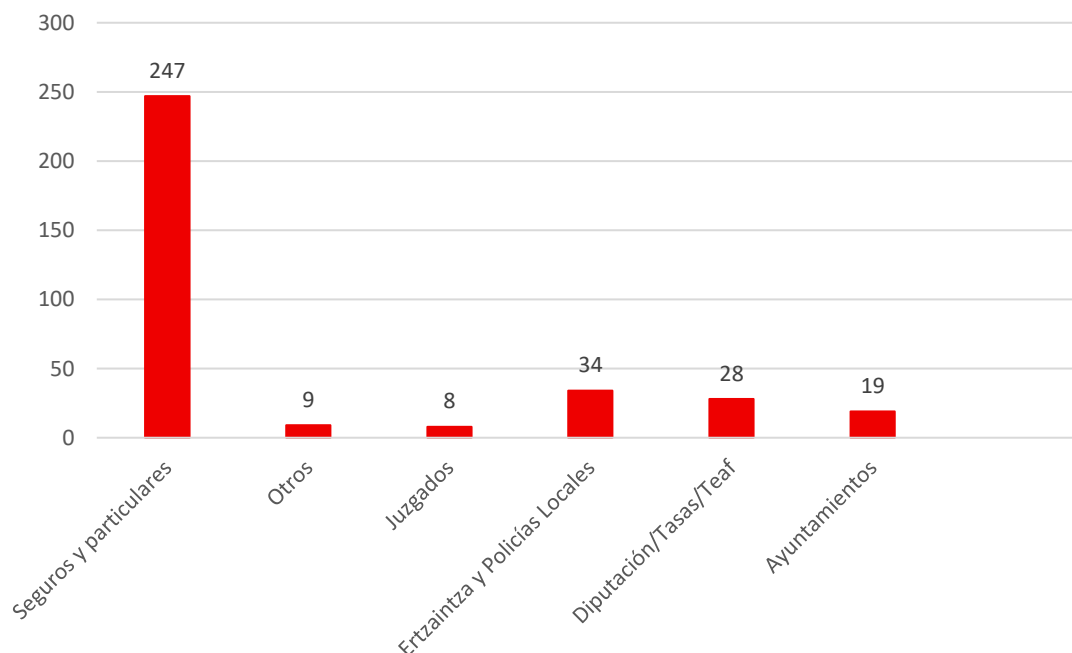
9.3. Investigation of fires

During 2025, 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. In 2025, a total of 345 reports were issued, an increase of 0.3% compared to 2024.

Broken down by who requested them, most (247) were for private individuals and insurance companies, followed by reports for the police (34), the Provincial Council (28), city councils (19) and courts (8).



Graph 63 - Reports made in 2024, by type of petitioner

The average response time was 5.52 calendar days. 82.6% of the requests were resolved in less than a week, and only 6.7% took more than two weeks. All delays were due to particularly complex interventions or to cases where necessary data were missing, requiring additional information to be gathered from the personnel involved at a later stage.

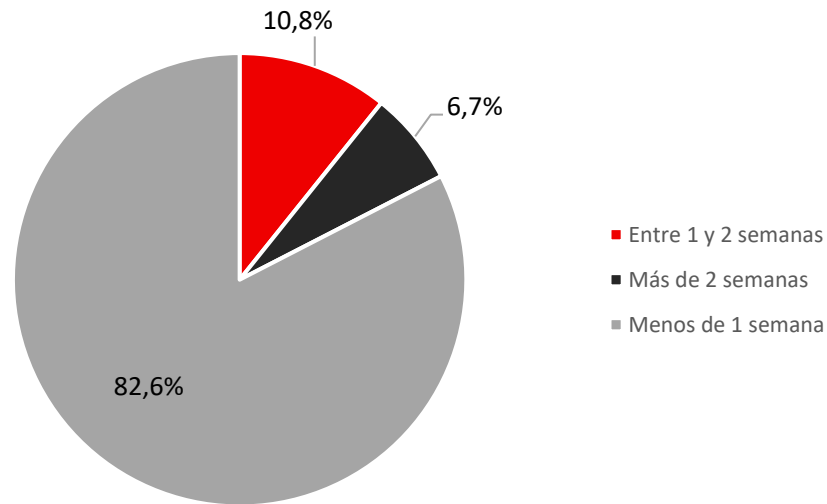


Figure 64 – Response time to requests for reports



A photograph of a street scene at night, heavily tinted with a red/orange color. In the foreground, a large fire burns on the ground, with a traffic light pole standing nearby. A building is visible in the background. The word "Annexes" is overlaid in white text on the right side of the image.

Annexes

Annex I: Interventions by municipality

	Fires	Rescues	Call-outs Technical fea- tures	Subtotal
ABADIÑO	15	14	22	51
ABANTO Y CIÉRVANA	8	8	36	52
AJANGIZ		1	1	2
ALONSOTEGI	4	7	3	14
AMOREBIETA-ETXANO	29	18	50	97
AMOROTO		1	5	6
ARAKALDO		2		2
ARANTZAZU	1	2	3	6
AREATZA		3	2	5
ARRANKUDIAGA	4	4	3	11
ARRATZU	1		4	5
ARRIETA		2	3	5
ARRIGORRIAGA	13	15	27	55
ARTEA	3	1		4
ARTZENTALES	6	1	5	12
ATXONDO	7	3	9	19
AULESTI		1	7	8
BAKIO	3	1	11	15
BALMAEDA	6	12	15	33
BARAKALDO	112	122	140	374
BARRIKA	2	4	11	17
BASAURI	37	51	70	158
BEDIA	4		2	6
BERANGO	12	10	22	44
BERMEO	18	14	23	55
BERRIATUA	6	1	6	13
BERRIZ	9	7	16	32
BUSTURIA	5	4	16	25
DERIO	11	14	30	55
DIMA	1	3	11	15
DURANGO	27	26	44	97
EA		1	2	3
ELANTXOBE		3	2	5
ELORRIO	18	9	13	40
ERANDIO	32	35	51	118
EREÑO		2	1	3
ERMUA	5	18	9	32
ERRIGOITI	2	2	3	7

ETXEBARRI	6	7	16	29
ETXEBARRIA	2	2	3	7
FORUA	5	2	3	10
FRUIZ	2	1	2	5
GALDAKAO	31	44	49	124
GALDAMES	4	7	4	15
GAMIZ-FIKA	1	2	2	5
GARAI	1		3	4
GATIKA	6	1	6	13
GAUTEGIZ ARTEAGA	2	1	8	11
GERNIKA-LUMO	19	21	33	73
GETXO	95	78	129	302
GIZABURUAGA	1	1		2
GORDEXOLA	5	3	10	18
GORLIZ	5	4	20	29
GÜENES	17	19	19	55
IBARRANGELU	1	3	6	10
IGORRE	9	5	5	19
ISPASTER	1	3	7	11
IURRETA	9	9	21	39
IZURTZA	2		4	6
KARRANTZA HARANA/VALLE DE	17	6	17	40
KORTEZUBI	1	1	2	4
LANESTOSA			2	2
LARRABETZU	4	2	7	13
LAUKIZ		2	6	8
LEIOA	30	27	49	106
LEKEITIO	13	6	23	42
LEMOA	7	5	22	34
LEMOIZ	2	4	1	7
LEZAMA	1	6	15	22
LOIU	7	2	23	32
MALLABIA	6	8	1	15
MAÑARIA	3	5	3	11
MARKINA-XEMEIN	10	19	25	54
MARURI-JATABE	2	1	5	8
MENDATA	1		8	9
MENDEXA	4		2	6
MEÑAKA	3	1	6	10
MORGA	1		1	2
MUNDAKA	5	5	5	15
MUNGIA	29	21	60	110

MUNITIBAR-ARBATZEGI	3		4	7
MURUETA	1	1	2	4
MUSKIZ	9	7	16	32
MUXIKA	4	12	16	32
NABARNIZ			1	1
ONDARROA	7	12	13	32
OROZKO	3	7	6	16
ORTUELLA	14	13	29	56
OTXANDIO	2	1	2	5
PLENTZIA	3	3	14	20
PORTUGALETE	51	89	65	205
Port of Bilbao	2	1	312	315
SANTURTZI	46	48	71	165
SESTAO	39	35	50	124
SONDIKA	13	13	18	44
SOPELA		1		1
SOPELANA	17	16	23	56
SOPUERTA	3	6	18	27
SUKARRIETA		1	2	3
TURTZIOZ	1	1		2
UGAO-MIRABALLES	6	4	9	19
URDULIZ	5	4	15	24
URDUÑA/ORDUÑA	4	4	5	13
USANSOLO	4	6	14	24
VALLE DE TRAPAGA	47	28	33	108
ZALDIBAR	2	5	12	19
ZALLA	11	10	48	69
ZAMUDIO	13	16	16	45
ZARATAMO	5	1	6	12
ZEANURI	6	18	16	40
ZEBERIO	4	6	5	15
ZIERBENA	7	6	14	27
ZIORTZA-BOLIBAR		1	5	6
Araba		1		1
Bilbao	2	2		4
Burgos	1			1
León	1			1
Gipuzkoa	3	2		5
Overall total	1110	1137	2171	4418

Annex II: Services by type of incident and intervention

		WITH AN INTERVENTION	FALSE ALARM	WITHOUT AN INTERVENTION	TOTAL
FIRES					
	Structural fire	398	160	158	716
	Outdoor fire	508	57	127	692
	Forest fire	136	22	40	198
	Industrial fire	68	18	22	108
RESCUES					
	Traffic accident	223	28	195	446
	Water rescue	16	2	18	36
	Suicide threat	28	11	111	150
	High-risk entries	525	74	609	1208
	Rural and mountain search and/or rescue	116	4	48	168
	Hazardous materials	4		2	6
	Other rescues	225	8	91	324
TECHNICAL ASSISTANCE					
	Gas leaks	152	26	30	208
	Pumping/drainage	29		26	55
	Removal of wildlife	8			8
	Spill	3			3
	Prevention checkpoint	340		15	355
	Tree removal	173	2	24	199
	Road clearing	117	2	16	135
	Making buildings safe	405	7	64	476
	Neutralisation of bees and wasps	836	14	141	991
	Water supply	3		1	4
	Other technical assistance	105	2	47	154
	Total	4418	437	1785	6640

Annex III: Interventions by level

		LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	TOTAL
FIRES						
	Structural fire	245	118	35		398
	Outdoor fire	494	14			508
	Forest fire	104	30	1	1	136
	Industrial fire	30	32	6		68
RESCUES						
	Traffic accident	200	22	1		223
	Water rescue	10	6			16
	Suicide threat	24	4			28
	High-risk entries	89	436			525
	Rural and mountain search and/or rescue	110	2	4		116
	Hazardous materials	3	1			4
	Other rescues	225				225
TECHNICAL ASSISTANCE						
	Gas leaks	104	47	1		152
	Pumping/drainage	29				29
	Road clearing	117				117
	Neutralisation of bees and wasps	836				836
	Prevention checkpoint	340				340
	Tree removal	173				173
	Removal of wildlife	8				8
	Making buildings safe	405				405
	Water supply	3				3
	Spill	3				3
	Other technical assistance	105				105
Total		3,657	712	48	1	4418



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