



# Observations and measures Q3 2025

## Discussed by the management group on 25 November 2025

### Risk management services

#### Observations

1) The number of periodic fire inspections carried out was behind the planned target rate for the year. Q3/2025 performance was around 83% of target (530 completed out of 637 planned inspections). This deviation was due to internal job rotation and the need to allocate resources to other accident prevention activities as a result of an increased demand for services.

2) During 2025, some fires that exceeded the investigation threshold were not investigated by fire investigation. The deviation was due to a staff shortage in fire investigation resources caused by internal job rotation.

#### Corrective measure

The resourcing and organisation of risk management services in relation to the increased demand for services has been evaluated. The need for additional resources has been identified and the necessary measures have been taken. Additional resources for accident prevention are proposed for 2026. In addition to this, the management operation model for periodic inspections has been identified and analysed, and development measures for 2026 have been defined.

The resource gap has been filled by recruiting new staff internally for fire investigation tasks and increasing the overall resource of fire investigation for 2026. In practice, the increase in resources will begin to take effect in 2026 and reach its full impact in 2027.



# Observations and measures Q3 2025

## Discussed by the management group on 25 November 2025

### Rescue services

#### Observations

Completed impact assessments 542 / 895 = 61%

- 46 deviations
  - 7 due to own activities
  - 39 caused by external causes

The deviations had no clear impact on the outcome, they mostly slowed down the start of rescue operations.

62 missing or incomplete Pronto briefings

#### Corrective measure

Lessons learned from our own deviations have been incorporated into our daily training.

The situation is under regular monitoring and reminders are issued about any deficiencies/delays in the briefings.



# Findings and actions Q4 2025

Discussed by the management group on 3 February 2026

Risk management services	
Observations	Corrective measure
<p>The target number of periodic fire inspections carried out was not reached. Q4/2025 performance was around 89% of target (760 completed out of 850 planned inspections). This deviation was due to internal job rotation and the need to allocate resources to other accident prevention activities as a result of an increased demand for services.</p>	<p>The resourcing and organisation of risk management services in relation to the increased demand for services has been evaluated. The need for additional resources has been identified and the necessary measures have been taken. Additional resources for risk management services have been secured for 2026. In addition to this, the management operation model for periodic inspections has been identified and analysed, and development measures for 2026 have been defined.</p>
<p>During 2025, some fires that exceeded the investigation threshold were not investigated by fire investigation. The deviation was due to a staff shortage in fire investigation resources caused by internal job rotation.</p>	<p>The resource gap has been filled by recruiting new staff internally for fire investigation tasks and increasing the overall resource of fire investigation for 2026. In practice, the increase in resources will begin to take effect in 2026 and reach its full impact in 2027.</p>



# Findings and actions Q4 2025

## Rescue operations

Discussed by the management group on 3 February 2026



### Rescue services

#### Observations

Of the deviations in impact assessments of rescue operations

- 2 were due to own activities
- 10 were caused by external causes

No clear impact on the outcome could be observed; the deviations mostly slowed down the start of rescue operations.

28 missing/incomplete Pronto briefings

In general, the resources were managed well for the rest of the year.

#### Corrective measure

Lessons learned from our own deviations have been incorporated into our daily training.

The situation is under regular monitoring and reminders are issued about any deficiencies/delays in the briefings.

Positive finding, no action required

# Summary Q1–Q4

Discussed by the management  
group on 3 February 2026

Helsinki

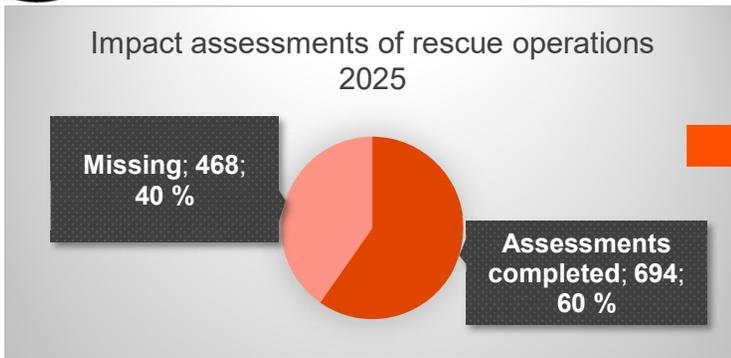
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# Summary for 2025

## Rescue operations



### 59 deviations

- 11 due to own activities
- 48 caused by external causes

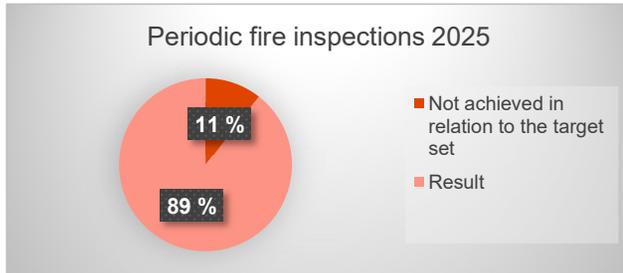
\* A new assessments reporting tool was introduced in February, with data for January and part of February missing

Observations	Corrective measure
Rescue operations did not achieve all of the target times set for operational readiness.	<p>In 2025, the development of emergency preparedness continued in line with the long-term plan. The network of stations expanded when Kontula Rescue Station started operating at the beginning of 2025. We will continue to work closely with urban and transport planners to promote the development and wider uptake of a traffic light preference scheme.</p> <p>In 2019, the Regional State Administrative Agency for Southern Finland dealt with a rectification order on the operational readiness times of the first response of the emergency services issued in 2016, which was reinforced by a penalty payment. The Regional State Administrative Agency noted that circumstances have changed as a result of urban development and new information that has been gathered. Helsinki has taken significant remedial action, which is why the Regional State Administrative Agency did not impose a penalty payment. The Regional State Administrative Agency issued a new rectification order to the City of Helsinki on 16 December 2025. In this decision, the Regional State Administrative Agency lifted its earlier rectification order reinforced by a penalty payment and imposed newly re-proportioned feasible obligations to remedy the deficiencies. The obligations will run until 2036 and will be monitored annually.</p>



# Summary for 2025

## Risk Management Services



Observations	Corrective measure
The target number of periodic fire inspections carried out was not reached. This deviation was due to internal job rotation and the need to allocate resources to other accident prevention activities as a result of an increased demand for services.	The overall resourcing and organisation of risk management services in relation to the increased demand for services has been evaluated. The need for additional resources has been identified and the necessary measures have been taken. Additional resources for risk management services have been secured for 2026. In addition to this, the management operation model for periodic inspections has been identified and analysed, and development measures for 2026 have been defined.
During 2025, some fires that exceeded the investigation threshold were not investigated by fire investigation. The deviation was due to a staff shortage in fire investigation resources caused by internal job rotation.	The resource gap has been filled by recruiting new staff internally for fire investigation tasks and increasing the overall resourcing of fire investigation for 2026. In addition to this, the management of the fire investigation function is being systematically developed. In practice, the increase in resources will begin to take effect in 2026 and reach its full impact in 2027.