2021 Green Destinations - Tourism Impact Assessment Worksheet

Destination:	Helsinki
Country:	Finland
Date of completion:	11.3.2024
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Version:	1

This work sheet directly facilitates compliance with GD Standard criteria 1.5 and 1.6. The first column also refers to other criteria of the GD Standard, as it will contribute to compliance with those criteria as well. Make sure to refer to this worksheet when reporting on these criteria.

Critically review this worksheet on a yearly basis to monitor opportunities and threats to sustainable destination management.

Theme / topic	**1.5: Inventory** (describe key resources and values)	**1.6: Tourism Impact Assessment** (key impacts of tourism, currently and expected in the next 2-4 years)	**Policies, protection & management to ensure protection and sustainability in the next 2-4 years**
A. Nature & Scenery			
A1. Protected Areas (2.1 Nature Conservation. 2.2 Tourism Impacts on nature)	***List your protected areas*** *and indicate for each their* ***key values*** *(the* ***reasons of their protection)*** *Key values may be related to nature, landscape, scenery, geo-values etc.*	***Briefly indicate the positive and negative impacts of tourism on these areas****. For example:* + *contribution to area management and protection: in cash (e.g. visitor revenues, taxes, permits, concessions) or in kind (e.g. voluntourism)* + *contribution to local appreciation of nature* - *degradation from tourism (trash, erosion of trails, disturbance of wildlife).*	***Indicate how these key values are protected:*** *+ by law or regulations (international, national, local)* *+ by management or accessibility rules (e.g. interpretation panels, centre; only accessible on signposted trails; guided tours; …* ***Indicate whether the key values are sufficiently protected in the next 2-4 years.***
Fill in for your destination:: **Täyttäjä: Hanna Seitapuro, kymp, ympa, luonto ja ympäristötietoisuus**	***Forest (as key value) Nature Reserves and their ownership*** ***Most areas are at present more local than national/international sites of interest*** Arboretum Saario, private Hallainvuori, city Haltialan aarnialue, city Haltialanmetsä, city Itäniitynlaakso, city Kivinokan vanha metsä, city	**Vallisaaren luonnonsuojelualue** (Vallisaari nature reserve) is a former military island area connected with Suomenlinna fortress, a world heritage area. It is a notable tourist attraction to both domestic and foreign tourists + Contribution to appreciation of nature and history + Everyone has a possibility to enjoy and learn nature: + Visiting all nature reserves is free for everyone (except for one private arboretum). + Almost all areas can be reached on foot or by public transport (bus, metro, ferry to Vallisaari). In some areas on the edge of the city there are a max 1-3 km walk.	Key values are protected by national or international laws. Every nature reserve, site of endangered habitat, endangered species and natural monument has rules that regulate the use. Rules includes accessibility restrictions. **Low risk of degradation in the next few years**

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	Läntisen Pihlajasaaren lehto, city Mustavuoren lehto, private Mölylän metsä, city Niskalan arboretum, city Oulunkylän jalopuulehto, city Pitkäkosken rinnelehdot, city Pornaistenniemen tervaleppälehto, city Ramsinniemen lehto, city Ruutinkosken lehto, city Sipoonkorpi National Park, state Stansvikin lehto- ja kaivosalue, city Uutelan metsän luonnonsuojelualue, city **Vallisaaren luonnonsuojelualue, state** Vantaanjoentörmä, city Vikkulla-Kasaberget, neighboring city of Vantaa Veräjämäen metsä, city **Bird Protection areas** Harakan eteläkärki ja Vanha-Räntty sekä niiden välinen vesialue, city Kallioluoto, city Kalliosaarenluoto, city Kapellvikenin luonnonsuojelualue, state Kivisaaren luodot ja luotoja ympäröivä vesialue, city Koirapaasi, city	+ The city maintains the services of nature reserves, such as routes, bird towers, rest stops and signs (in the most popular areas in Finnish, Swedish and English). Maintenance incurs costs for the city, but free services for everyone create equality and offer everyone the opportunity to visit nature reserve areas. + The city and entrepreneurs receive income from travel, such as public transport tickets, cafe and restaurant services, and guided and supervised hobbies, such as paddling and mountain biking. - Large numbers of visitors cause wear and tear on the terrain and routes. - There is some littering in nature reserves. - Unauthorized campfires and barbecuing cause a risk of wildfires. + The most popular nature reserves have access control structures that prevent wear and tear of the terrain and disturbance to the animals well.	

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	Korkeasaarenluoto, city Kuutti, city Loppikari, city Madeluoto, city Matalahara, city Morsianluoto, city, partly private Mustavuori-Porvarinlahti, city Neitsytsaarten lintuluodot, city Norppa, city Nuottakari, city Pihlajaluodonkupu, city Pitkäouri, city Pormestarinluodot, city Porvarinlahti, private Prinsessa, city Puolimatkasaari ja Pormestarinhepo, city Rajakupu, city Seurasaaren eteläpuoliset luodot, city Tiirakari, city Tiiraluoto, city Topeliusviken, private Ulko-Hattu, city Variskari, city Viikki-Vanhankaupunginlahti, city, partly state		

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	Vuorilahdenpaadet, city Välikarit, city Östersundomin lintuvedet, city **Protected Meadows** Harakan lounaisosan merenrantaniitty, city Harakan pohjoisosan keto ja niittyalue, city Harakan Taidetalon etelänpuoleinen valli, city Kallahden rantaniitty, city Pikku Niinisaaren rantaniitty ja vesialue, city Roosinmäki, city Uussillanpuiston niityt, city Uutelan Särkkäniemi, city, joint ownership with private owners partly in the water area **Protected Mires** Jollaksen räme, city Kruunuvuorenlammen luonnonsuojelualue, city Maununneva, city Rastilan neva, city Rudträskin luonnonsuojelualue, city Slåttmossenin kohosuo, city **Geological protected sites** Jakomäen muinaisrantakivikko, city		

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	Kallahden matalikko, city Kallahdenharju, city Kasaberget-Kasakallio, neighboring city of Vantaa Kivikon linnoituskalliot, city Tahvonlahden harjun luonnonsuojelualue, city **Natura 2000 –areas** Kallahden niitty-, harju- ja vesialueet (includes partly Kallahden matalikko nature reserve) Mustavuoren lehto ja Östersundomin lintuvedet (includes partly Mustavuori-Porvarinlahti, Mustavuoren lehto, Vikkulla-Kasaberget, Kasaberget-Kasakallio, Kapellviken, Topeliusviken, Porvarinlahti and Östersundomin lintuvedet nature reserves) Vanhankaupungin lintuvesi (includes Viikki-Vanhankaupunginlahti nature reserve) Vantaanjoki In addition, there are small legally protected sites in Helsinki: 44 **endangered habitats**, 4 sites of **endangered plants** and 31 **natural monuments** (e.g. trees, geological sites)		
A2. Wildlife species (2.6 Wildlife protection; 2.4 Invasive species; 2.7 Nature & wildlife interactions)	***List the destination's flora and fauna species of special interest****; in particular those on IUCN's red list*	***Briefly indicate any positive and negative impacts connected to tourism****; for example:* - *Loss of biodiversity (e.g. due to infrastructure, hotel, golf course, airport construction)* + *Invasive alien species removal projects for tourists* - *Introduction of invasive alien species.*	***Indicate how these key values are protected:*** *+ by law or regulations (e.g. CITES, EU legislation, Ramsar convention)* *+ by management or accessibility rules* ***Indicate whether the key values are sufficiently protected in the next 2-4 years***

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Fill in for your destination: **Täyttäjä: Raimo Pakarinen, kymp, ympa, luonto ja ympäristötietoisuus**	***According to the IUCN classification, the City of Helsinki hosts on national level*** 32 endangered breeding bird species (total 151 species) 2 endangered regularly occurring mammal species (Siberian flying squirrel and Common pipistrelle, total 40 species).	The flying squirrel and some bird species that are absent or rare in Central and Southern Europe have some interest potential, but at present the nature tourism is modest. The tame, food-snapping gulls in the city centre and Barnacle geese foraging at lawns are also sights of interest. No negative impacts at present.	***Probably sufficiently protected***
A3 Captive Animals (2.8 Captive Animal Welfare)	***Are there animals kept captive for tourism purposes in your destination?*** *Describe the species held captive or bred and in what settings (e.g. zoo, sanctuary, entertainment park, circus, horseback/elephant riding). How do you rate the way they are housed, handled and taken care of?*	***Briefly indicate the MAIN positive and negative impacts connected to tourism;*** *for example:* *Negative impacts* *- tourism encourages animal captivity for financial gain* *- overworked animals (e.g. horse-drawn carriages)* *+ tourism money for endangered species reproduction and conservation* + tourist pressure for animal welfare to be respected	
Fill in for your destination: **Täyttäjä: Pirita Kuikka, kymp, ympa, Ympäristöasioiden hallinta**	Korkeasaari Zoo is one of Finland's most popular leisure destinations, with almost half a million visitors every year. The non-profit Korkeasaari Zoo Foundation is responsible for the operation of the zoo. The foundation is owned by the city of Helsinki. Korkeasaari is part of a network of responsibly operated zoos. The primary mission of responsibly operated zoos is the protection of biodiversity. For this reason, zoos breed and maintain healthy and genetically diverse populations of animals, participate in reintroduction programs, support and engage in conservation efforts in the wild, as well as conduct research and environmental education. Animals are not bought or sold between zoos; instead, they are transferred between zoos as part of conservation programs. Offspring born in Korkeasaari are only sent to responsibly operated zoos that adhere to international standards. Reintroduction programs are typically		

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	collaborative efforts involving multiple zoos and other conservation organizations. Korkeasaari is one of the founding members of the European Association of Zoos and Aquaria (EAZA). EAZA members are committed to adhering to its ethical principles and participating in conservation efforts. The organization monitors the activities of its members through regular inspections, and membership can be revoked if the activities do not meet the criteria. EAZA also maintains studbooks for animal species and the EEP conservation program. Korkeasaari is also involved in the activities of the World Association of Zoos and Aquariums (WAZA) and the Swedish Association of Zoos and Aquaria (SDF). Additionally, Korkeasaari Zoo is a member of the International Union for Conservation of Nature (IUCN) and is one of its Finnish committee members, as well as being part of its Conservation Planning Specialist Group. Operating a zoo requires a license. In Finland, the Animal Welfare Act specifies that zoos must promote the conservation of wildlife and biodiversity, as well as engage in research that advances conservation efforts, provide training on conservation skills related to animal species, exchange information relevant to conservation, and participate in captive breeding programs and reintroduction efforts. Korkeasaari Zoo implements all of the aforementioned activities in its operations. In addition to national legislation, the operation of zoos is also governed by the EU Zoo Directive. Each zoo's activities are monitored by the local Regional State Administrative Agency and its district veterinarian. Since Korkeasaari is home to primates, the district veterinarian conducts inspections twice a year. These inspections include a visual examination of the animals, their living conditions, and feed stocks. Additionally, the district veterinarian oversees the zoo's research activities and inspects new enclosure facilities and their compliance with species-specific requirements before they are put into use. The space requirements are defined by the Ministry of		

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	Agriculture and Forestry's decree on animal housing. The safety of zoo visitors is monitored by the Safety and Chemicals Agency Tukes, and the use of veterinary medicines is regulated by the Finnish Medicines Agency Fimea. The Wildlife Hospital also operates in accordance with the Animal Welfare Act. The law mandates the obligation to assist sick and injured wild animals. According to the law, the starting point for treatment should always be the return of a healthy, fit animal to the wild after treatment. Korkeasaari conducts and supports research aimed at improving animal welfare and the success of conservation efforts. To monitor and enhance animal welfare, Korkeasaari has appointed an Animal Training and Welfare Coordinator and developed its own welfare assessment. The assessment is conducted individually for each animal and takes into account factors such as the animal's health status, interaction with other animals, environment, and nutrition. Written care and feeding guidelines have been established for each species residing in Korkeasaari, which are followed in everyday animal care. Additionally, written plans are always made for animal training. As part of animals wellbeing, the animals have the option to hide if they want, and the outdoor enclosures provide good places to draw back from sight. Here one can see the list of animals in Korkeasaari Zoo: https://www.korkeasaari.fi/elaimet/lajilista/ More about Korkeasaari: Korkeasaari Zoo in Helsinki, Finland		
A4. Landscape and scenery (2.5 Landscape & scenery)	***List the destination's landscape and scenic features*** *(natural or man-made cultural landscapes) and indicate for each their* ***key values****.*	***Indicate positive / negative impacts connected to tourism****, e.g.* + *preservation/restoration of e.g. cultural landscapes because of tourists' appreciation.*	***Indicate how these key values are protected:*** *+ by law or regulations* *+ by management or accessibility rules*

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		- *hotel and golf course developments; race tracks and other attractions*	***Indicate whether key values are sufficiently protected in the next 2-4 years***
Fill in for your destination: **Täyttäjä: Maria Jaakkola, kymp, kaupunkitila ja maisemasuunnittelu**	- *Urban woodlands (numerous); forest feel, experienced silence and calm as experiential and recreational values, potential for nature observation, pleasant microclimate and shade from heat, protection from noise and pollution* - *Meadows and isles; expanse, views* - *Cultural landscapes such as manor gardens, historic parks and allotment gardens etc; human-made structures and designs with architectural or landscape architectural value* - *In each landscape type their own particular species of flora and fauna*	- *Negative impacts; Forest floor erosion, wear and tear, littering and overcrowding in some popular areas in specific seasons (Suomenlinna in the summer, Ski tracks in the winter)* - *Positive impacts; awareness raising of the values, when made visible in signage and on-site information*	- *In sensitive areas access is restricted (e.g. birdlife islands) or guided with boardwalks, signs and design of the route network*
A5. Other Natural Resources (2.3 Natural resource protection; include palaeontology, fossils, geological features)	***List and briefly describe your important other natural resources such as*** *(e.g. fossils, shells etc.) and* ***geological features*** *(e.g. mountains, volcanoes, canyons, gorges, beaches, salt flats etc.) and indicate for each their key values*	***Indicate positive / negative impacts connected to tourism****, e.g.* - *degradation and illegal removal by visitors* + *preservation and protection from illegal removal* + *improved protection (e.g. from mining) and clean-up of contaminated sites*	***Indicate how these key values are protected:*** *+ by law or regulations* *+ by management or accessibility rules.* ***Indicate whether key values are sufficiently protected***
Fill in for your destination: **Täyttäjä: Sanna Elijoki, kymp, ympa, luonto ja ympäristötietoisuus**	Important geological features (number of features in parentheses) - rock types and minerals (69) - potholes or similar formation (46) - other bedrock surface formations (17) - massive rock constructions (49) - historical quarries and excavations (21) - mineral soil formations (59) - erratic boulders (209) - organic soil formations (21) - historical soil excavations and other signs of human activity (14)	- erosion (e.g., path formation on an esker) - removal of stone or earth materials (e.g., collectors) - engraving and chiseling, as well as scratching (e.g., creating marks and using spiked shoes on smooth rock) - digging and altering the position of stones (e.g., in ancient shore rock formation) - anchoring wedges and rings into the rock (e.g., climbers) - graffiti - littering + Positive impacts; Raising awareness among travelers about values through information.	Seven features are protected by law: 5 potholes, 1 erratic boulder, 1 massive construction. 47 geologic features are entirely or partly included in nature reservation areas. Geological sites have been classified into value classes 1-3 to account for them in planning land use, management and nature conservation.

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B. Environment			
B1. Noize (3.1 Noise)	***List sources of noise and noise contours*** *(such as airports, events, power generators, traffic, etc.)*	***Briefly indicate issues and challenges related to tourism****., e.g.:* - *Airplanes, helicopter tours* - *Loud motorcycles and cars* - *Bars and outdoor terraces, noisy tourists*	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether sufficient protection against noise is guaranteed*** *(eg. a noise contour map is part of spatial planning regulations)*
Fill in for your destination: **Täyttäjä: Anne-Mari Leppänen, kymp, ympa, ympäristövaikutusten arviointi**	*Road- and railtraffic (trains, metro, tram), water traffic (cruisers, boats, water jets etc.) and harbours, terraces and bars, events, airtraffic (Helsinki-Vantaa airport nearby), leisure noise.*	*Tourism can increase the noise caused by:* - *Airplanes* - *Bus traffic (sightseeing-busses and long-distance busses) and other road traffic* - *Boats and cruisers* - *Bars and outdoor terraces* - *Tranquil natural areas may be overcrowded and quietness there may suffer.*	*Noise abatement plan (*statutory*) of Helsinki City includes numerous actions to prevent noise problems. Noise mapping and noise abatement is part of spatial planning. On terraces, bars and events, there are time regulations to decrease the harmful noise in night-time. In Helsinki, there are plenty of tranquil natural sites that are open to all.*
B2. Light (3.2 Light Pollution)	***List sources of light related to beaches, natural areas and forests***	***Briefly indicate issues and challenges related to tourism****, e.g.:* - *light-sensitive fauna* - *darkness and skylight experience*	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether sufficient protection against light is guaranteed*** *(eg. a Dark Sky Policy)*
Fill in for your destination: **Täyttäjä: Marjut Kauppinen ja Jouni Heinänen, kymp, kaupunkitila ja maisemasuunnittelu**	*Advertising lights* *Street and road lighting and parks* *Facade and accent lights* *Area lighting, public and private* *Yard lights, public and private* *Construction site lights and other temporary area lighting*	*Tourism needs attractions and special experiences created with facade lighting or area lighting. Hotels and restaurants tend to light up their facades even by the sea, park or natural area.* *The city has defined the major nature areas to be kept dark, but people unfamiliar with the local environment can perceive the un-lit areas as scary.*	*Lighting is not pollution if used with care.* *The City Lights – The Principles of Urban Lighting Planning in Helsinki (2003), The Lighting planning Principles of the Waterfront Areas of Helsinki (2021) and The Report of Obtrusive Light (2021) offer very good guidelines to avoid eventual problems caused by tourism. Special attention has been paid to avoid e.g. spill light near the areas that shall be kept in the dark.* *In addition to these reports Helsinki supports the high quality of dark time cityscape and avoidance of obtrusive light with following instructions: The Outdoor Lighting planning instructions of Helsinki (2022), Urban Space*

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			planning instructions, Facade lighting planning instructions and Yard lighting planning instructions. *According to the survey and report made on obtrusive light in Helsinki (2021), the different areas of Helsinki are divided into different classes according to their current or target light climate. Classes E0-E4 are in accordance with the CIE 150: 2017 report. E4 is the brightest and E0 is the darkest. Outdoor lighting and facade lighting design instructions of Helsinki share same objectives as the Report on obtrusive light presents. Public lighting will be changed to controllable and energy efficient LED-lighting by 2030.*
B3. Water sources (3.4 Water sourcing; 3.5 Water consumption reduction)	***List the sources of water supply***	***Briefly indicate issues and challenges related to tourism*** *(incl. related to water quality and scarcity).*	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether a safe water supply is guaranteed*** *(eg. in regulations, policy, program)*
Fill in for your destination: **Täyttäjä: Jari-Pekka Pääkkönen, kymp, ympa, vesi**	The Päijänne Tunnel (length 120 km) leads raw water from Läke Päijänne to the Helsinki region.	- no challenges to tourism or existing water quality or scarcity issues	- Helsinki Region Environment Services (HSY) supply high-quality drinking water to more than one million residents in the Helsinki metropolitan area. HSY effectively treat the wastewater from city residents and industry as well as build and renovate the water supply and sewer network (https://www.hsy.fi/en/) - River Vantaanjoki will be used as raw water source if water supply from Lake Päijänne is not in use
B4. Water quality, hydrology (3.6 Water quality monitoring & response)	***List your coastal waters, rivers, lakes, waterfalls etc****. and indicate for each their* ***key values***	***Briefly indicate any positive and negative impacts connected to tourism****; for example:* - *Improved attention to water quality for tourism purposes* - *Hotel wastewater discharge in water bodies.*	***Indicate how these key values are protected:*** *+ by law or regulations (e.g. Marine Protected Area management plans, EU legislation, Ramsar)* *+ by management or accessibility rules* ***Indicate whether the key values are sufficiently protected in the next 2-4 years***
Fill in for your destination:	- River Vantaanjoki - approx. 130 km shoreline to Baltic Sea - approx.. 500 km2 sea area with archipelago	- City of Helsinki annually monitors the biological-physical-chemical quality of the water bodies. Monitoring has started in late 1960's and city has	- River Vantaanjoki is a protected Natura 2000 site (FI0100104

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Täyttäjä: Sari Front ja Jukka Kiesi, kymp, ympa, ympäristöterveys	- over 30 streams	- excellent databased knowledge of the state of aquatic environments. Information is used etc. in ecological impact evaluation, assessment and in recreational purposes (e.g. water quality on swimming areas) - all wastewaters are lead in sewages and treated in wastewater treatment plants. No wastewater discharge to water bodies is allowed. - City of Helsinki monitors the hygiene and water quality of 25 public beaches during the swimming seasons. - In the summer, there are lifeguards on duty at the largest beaches and they are monitoring quality of the swimming water sensorially. Most of the beaches are located on the seashore, 4 of the public beaches are located in the archipelago. - The swimming beaches are equipped with e.g. toilets and hand washing stations, showers and changing room facilities. The cleanliness of which is regularly taken care of. - In Helsinki there are around 20 winter swimming spots. Some of the swimming spots are only open for members of winter swimming clubs, while others are open to the public during all or part of the opening time. Some of them offer saunas in addition to swimming. https://www.hel.fi/en/culture-and-leisure/outdoor-activities-parks-and-nature-destinations/public-beaches/winter-swimming-spots - It is normal for the quality of natural water to vary, but water samples taken in previous years have at times shown elevated levels of enteric bacteria in some beaches. - The amount of Blue-green algae can be elevated in the Baltic Sea beaches of The Gulf of Finland.	- EU legislation (water and marine framework directives) are included in strategies and city plans - Helsinki has developed own strategic programme "The Baltic Sea Challenge" (http://www.itamerihaaste.net/en), which is a network initiative that invites organisations to commit in protecting the Baltic Sea and their local waters, to building their own Baltic Sea Action Plan and to implementing it. There are already 315 member organisations in the BSC Network from the countries around the Baltic Sea. - Helsinki has identified local ecologically significant marine underwater areas and will include those in city's nature protection plan - The cause of impaired water quality in some beaches is being investigated and water quality monitoring has been enhanced. Information on the blue-green algae status, the quality of swimming water (related to EU legislation) and more information about beaches and swimming spots: Helsinki's public beaches | City of Helsinki
B5 Waste water (3.7 Waste water treatment)	***Describe where/how sewage and industrial waste water is treated and released***	***Briefly indicate issues and challenges related to tourism.***	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether safe water treatment is guaranteed*** *(eg. in regulations, policy, program)*
Fill in for your destination: **Täyttäjä: Pirita Kuikka, kymp,**	Helsinki Region Environmental Services Authority HSY is responsible for operating the wastewater treatment plants in the Helsinki Metropolitan Area.		Mechanical, chemical, and biological methods are required for wastewater treatment. They are used to remove debris and most of the organic matter, nitrogen and phosphorus from the wastewater. Sludge and biogas are generated as by-products of wastewater treatment. The sludge is further processed into soil and the gas is

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ympa, Ympäristöasioiden hallinta	The Viikinmäki Wastewater Treatment Plant in Helsinki is the largest water treatment plant in all of Finland and the Nordic region. The Viikinmäki plant, built within the bedrock, processes the wastewater of about 900,000 residents, not only from Helsinki, but also Central and Eastern Vantaa, Kerava, Tuusula, Järvenpää and Sipoo. In 2022 the plant treated a total of 98 million cubic metres of wastewater, 70 million cubic metres of which came from Helsinki. About 85% of the total flow to the treatment plant is residential wastewater and 15% industrial wastewater. Helsinki Region Environmental Services HSY reports that 500-600 inhabitants in Helsinki are not connected to the centralized treatment. This equals 0.1% of the inhabitants of Helsinki. The 2022 treatment efficiency for phosphorus in Viikinmäki was 97 per cent. For biological oxygen demand, the removal efficiency was 96 per cent, and for nitrogen, 89 per cent. The treated wastewater is conducted through a 16-kilometre-long tunnel to the open sea. The phosphorus load from the Viikinmäki sewage treatment plant on the sea areas in front of Helsinki was 22 tonnes (+22 per cent from the 2021 level), and the nitrogen load was 605 tonnes (+29 per cent from the 2021 level). The treatment result was poorer than in the previous year, as the wastewater treatment plant had to bypass the biological section of the plant in the spring. The malfunction prompting this measure had to do with a decrease in the flow resistance of the process and snow melting due to rain. The bypassing wastewater underwent enhanced chemical treatment.		utilised as a source of energy. The treated wastewater is led into the open sea in a tunnel. In addition to wastewater generated in households' everyday use, industrial wastewater and other non-domestic wastewater are also discharged into sewers. Discharging these into the sewer is subject to licence and requires an industrial wastewater contract. Wastewater treatment is an important part of the protection of coastal waters and the Baltic Sea, as the wastewater to be treated is rich in phosphorus and nitrogen nutrients that would cause severe eutrophication if discharged directly into the sea. Restrictions have been placed on wastewater treatment in both EU directives and national legislation. In addition, wastewater treatment plants are required to comply with the plant-specific environmental permits issued to them, the implementation of which is monitored by the Uusimaa ELY Centre. wastewater treatment process briefly - HSY
B6 Waste management (3.8/3.9/3.10 Solid waste reduction,	***Describe where/how waste is reduced, collected and disposed*** *(plastic bans, organisation of waste management, recycling facilities)*	***Briefly indicate issues and challenges related to tourism.***	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether sustainable waste management is guaranteed*** *(eg. in regulations, policy, program)*

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separation, disposal)			
Fill in for your destination: **Täyttäjät:** **Minna Partti, HSY** **ja** **Susanna Wall, kymp, yleiset alueet**	In Helsinki there are seven Reuse Centres, numerous second-hand shops and flea markets. Waste separation at source (organic waste, fibre, plastic-, glass- and metal packages, paper, mixed combustible waste) at all properties with minimum of 5 flats and other properties (e.g. hotels, restaurants) if the operation generates waste on average at least as follows: biowaste 10 kg /week, plastic packaging waste 5 kg/week, fibre-based packaging waste 5 kg/week, glass and metal packaging waste 2 kg/week each. In addition separate take-back ecopoints for packaking waste and paper. Reception of WEEE and batteries at stores for free. Reception of (unused or expired) medications at 66 pharmacies. 6 collection points for end-of-life textiles. 2 Sortti Recycling Stations (Kivikko, Konala), 15 Sortti-containers for household hazardous waste. Annual Sortti collection vehicles tour for WEEE, metal scrap and hazardous waste. Recyclables (organic waste, packaging wastes, paper) are transported into recycling facilities for material recovery. Anaerobic digestion and composting treatments for organic waste. Mixed waste is combusted into energy (district heating and electricity) in a waste-fired power plant in Vantaa. Utilisation rate of municipal solid waste is 99,5 % and recycling rate 49,3 % (year 2022). The number and placement of trash bins in Helsinki are extensive and comprehensive. There are several thousand trash bins in the public areas of Helsinki, including streets, parks, squares, and market areas. In the central district, favored by tourists alone, there are approximately 1,000 trash bins.	As the amount of waste increases, the maintenance contractors of the city and the contractors responsible for managing the areas must allocate resources to meet the growing need for cleanliness and the associated costs.	The priority order of the Waste Act obliges primarily to reduce the amount of waste, reduce the harmfulness of waste and reuse products. The generated waste should primarily be recycled as material, secondarily utilized as energy. The Waste Decree sets requirements for sorting at the place of origin for real estate. (The regional waste management regulations of the Capital Region have the same obligations regarding sorting at the place of origin. Note that the waste management regulations of the Capital Region do not apply to companies regarding sorting obligations, because the municipality is not allowed to issue such according to the Waste Act) The national recycling rate target for municipal waste is 60% by 2030. National plastics road map until 2030: Plastics Roadmap for Finland - Ministry of the Environment (ym.fi) In Helsinki, mixed waste collected from public outdoor areas is delivered to waste treatment facilities. The mixed waste is incinerated rather than being dumped in a landfill. Individuals operating in public areas engage in coarse sorting, even if there are no separate sorting bins in parks. For example, larger metallic, glass, wooden objects, as well as furniture and appliances, are taken to their respective sorting categories. Waste is not only an aesthetic problem but also a threat to the environment. Substances released from the trash can harm vegetation and animals. Helsinki is involved in several separate projects addressing littering from various perspectives, and the issue is prominently featured in the public eye, resident surveys, and the city's strategy (Growth Area Helsinki City Strategy 2021-2025). Helsinki is implementing a Waste Reduction

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	The locations of trash bins in the city center are concentrated in high-traffic areas, parks, squares, and busy streets such as Aleksanterinkatu. Challenges in placing trash bins arise from the fact that the street area in front of properties in the Helsinki city center belongs to the respective property. Therefore, the city cannot place trash bins in these areas, even if residents wish for an increase in the number of bins. On the other hand, the actual number of trash bins in the city center may exceed this approximately 1,000 count because some bins are installed by properties. The majority of trash bins in Helsinki's public areas are for mixed waste and have capacities ranging from 60 to 140 liters. The city also has solar-powered compacting waste bins and larger bins of various sizes. In suitable locations, mostly outside the city center, there are deep bins installed in the ground that are emptied mechanically. Helsinki has not extensively experimented with sorting on public grounds. The city implemented a proposal from a previous participatory budgeting round to enable sorting in the city center. Sorting options are available in selected parks from 2023 to 2024. Challenges to sorting trials include cost estimates, organizational issues in emptying bins, observations of the contents of trash bins, and doubts about the success of sorting. Currently, trash bins in public areas are mostly emptied manually. The bins have a metallic inner container with a plastic bag, which is replaced when the bin is emptied, helping to keep the inner container clean and intact for a longer duration. The company responsible for emptying the trash bins delivers the waste to the Helsinki Region Environmental Services (HSY). In Helsinki, mixed waste is incinerated. If extensive sorting were to be implemented on public grounds, issues related to bin emptying would need to be addressed. Separate collection for each waste stream would require additional maintenance vehicles in the area, leading to increased fuel consumption, pollution, and wear		Action Program for the years 2022–2025, which includes various measures to reduce waste generated in different ways. In 2024, a communication campaign will be launched to increase awareness of the harms of littering.

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	and tear in places like parks. This would also raise the possibility of damages and increased repair costs. Finland excels in the recycling of food bottles and cans, with a high recycling rate for these returnable items. The city of Helsinki has invested in recycling by installing separate pipes or shelves in several trash bins where people can leave returnable bottles and cans. Interested individuals can easily take these items for recycling. Helsinki actively collects waste from marine areas, including archipelagos and coastal waters. The city's own producer, Staralla, has one boat equipped for daily use and two additional boats that participate in waste collection as needed. Possibilities and methods for reducing marine litter are being explored by a comprehensive working group coordinated by the Environmental Services unit of the City Environment sector. The group includes other units and sectors, such as the Suomenlinna Administration and the Finnish Environment Institute (SYKE). The City Environment's maintenance of public areas collects information on waste amounts from contractors. These figures include both the amounts emptied from bins and the litter collected. Obtaining precise waste amount data from a specific residential area or just the city center alone is impossible. During the summer season (June 1 to September 30), an average of up to 500 tons of waste is collected from public outdoor areas throughout Helsinki. The maintenance of public outdoor areas costs the city approximately 13 million euros annually (2021).		
B7. Green Energy (3.16 Reducing energy consumption; 3.17 Renewable Energy)	***Describe where/how renewable energy is generated/ sourced in the destination; and how energy consumption is reduced***	***Briefly indicate issues and challenges related to tourism****., especially when energy use is increased by tourism (e.g. aircon, terrace heaters, scooters, segways, quads, e-bikes, …)*	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether renewable energy generation is guaranteed*** *(eg. in regulations, policy, program)*

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Fill in for your destination: **Täyttäjä: Johanna af Hällström, kymp, ilmasto**	The sale of electricity is a freely competitive activity in Finland, so one can buy electricity and enter into an electricity contract with any electricity sales company in Finland. In 2022, renewable energy accounted for 37 TWh or 54% of Finland's electricity production. All electricity produced in Finland is also used in Finland. However, considering the net imports of electricity, the share of renewable of total consumption is 45,7 % as 12 TWh or 15,3% of consumed electricity was imported electricity. The emission factor of electricity produced in Finland is lower than that of electricity consumed in Finland, which indicates that imported electricity is not based as much on emission-free energy sources as electricity produced in Finland. https://www.fingrid.fi/en/electricity-market-information/real-time-co2-emissions-estimate/ The city-owned energy company Helen Ltd produces district heat from renewable sources and with zero carbon emissions: **Eco Heat Flow** is district heat produced with heat pumps with zero carbon emissions. The origin of heat is certified with guarantees of origin for renewable heat and waste heat, granted by Energy Authority. **Eco Heat Bio** is district heat produced from renewable sources. The origin of heat is certified with a guarantee of origin for renewable heat granted by Energy Authority. More of Helen Ltd's energy production transformation can be read from Helen's Sustainability report 2022, page 12. In 2022 the share of renewable energy in Helen's production grew to 21 (2021: 16) per cent. Helen produces renewable electricity with hydro, wind, and solar power and heat with biomass, as well as with heat pumps from various waste energy flows.	Energy consumption increases when more hotels are built, electric bicycles and boards are purchased for tourists, terraces are heated in cold weather, the number of tourist buses increases	Emissions and energy consumption are monitored regularly and measures are updated annually. Helsinki focuses especially on measures where it has decision-making power. The City of Helsinki has a strategic goal to become carbon-neutral by 2030, carbon-zero by 2040 and carbon negative after that. Helsinki is committed to an energy conservation target of 61 GWh in the municipal energy efficiency agreement (KETS), while subsidiary companies of the City that own rental apartments are committed to an energy conservation target of 55.7 GWh in the energy efficiency agreement for rental apartments (VAETS) during the contract period 2017–2025. The contractual obligations are implemented with energy conservation measures, the energy conservation effects of which are reported to Motiva annually. Finland's goal is to be carbon neutral by 2035. Finland's climate act has been reformed in order to achieve this goal.

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	More energy-efficient construction than the national requirement The standards and requirements regarding energy efficiency remained unchanged in 2022, i.e. the City's own new and renovation construction projects had to be planned and implemented with a level of energy efficiency higher than the national requirement. The average E value of service buildings commissioned in 2022 was 70 kWhE /m2 a and the average of the E values calculated in connection with the building permit application was 74 kWhE / m2 a, the requirement being 100 kWhE /m2 a. In housing production, the average E value of new buildings commissioned in 2022 was 75 kWhE /m2 a and the average of the E values calculated in connection with the building permit application was 72 kWhE / m2 a, the requirement being 90 kWhE /m2 a. As with before, operators were required to select a heat pump system as the primary heating system if technically feasible and financially viable. Of all service buildings commissioned in 2022, 77 per cent had a heat pump as the primary heating form based on the surface area. In projects for which a building permit was applied for in 2022, the corresponding number was 87 per cent. In Helsinki Housing Production Department's projects for which a building permit was applied for in 2022, 50 per cent had a geothermal heat pump as the primary heating form. As with before, buildings were required to be equipped with a solar power system. All of Helsinki Housing Production Department's new and renovation construction sites that were commissioned or for which a building permit was applied for in 2022 featured a solar power system. Nearly all of the Facility Service's projects also included a solar power system. Exceptions to this were protected buildings and projects the planning of which was started before the solar power requirement was set. More information about the environmental impact of construction can be found in the 'Construction' chapter of this report.		

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	Investments in energy efficiency and renewable energy production In addition to new and renovation construction projects, the City is installing solar power stations as separate investments on existing properties. In 2022, solar power systems were installed in Vuosaari House, Myllypuro Health Station, Kivitasku Service House, Herttoniemenranta Lower Stage Comprehensive School and Malmi Hospital. The combined solar power output of the service buildings is 1.7 MWp, and several new solar power systems are being planned. The ESCO model pilot launched in 2020 continued at Kallio Office Building and the Nordsjö Rastis community centre, involving measures such as replacing ventilation units with more energy-efficient models and lights with LED technology. The idea of the model is that the business providing the ESCO service makes investments and carries out measures to conserve energy. The costs of the service, including the energy efficiency investment, are paid for with savings enabled by the reduced energy costs. The energy conservation target set for the pilot sites was exceeded during the first monitoring period. The City's transition to using LED lights for public outdoor lighting made progress in 2022. Sizeable lighting overhauls, combined with lighting control and dimming, yielded an energy savings total of 2.7 GWh in 2022. The objective is for all public outdoor lighting (some 92,000 lights) to be LED-based and controllable by 2030. **Measures for improving energy efficiency** To prepare for the anticipated energy crisis, the City Manager of Helsinki appointed an energy preparation coordination group to support the City's divisions, enterprises and offices in promoting optimally effective energy conservation measures and preparing for an electricity shortage. The working group began its work in September 2022. As part of their energy preparation 38 — City of Helsinki · Environmental Report 2022 work, the City's divisions carried out energy conservation measures, the realisation and effectiveness of which was monitored		

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	by the energy preparation coordination group. The core aspects of energy preparation were efficient communication, increasing awareness and increasing cooperation among in-house staff. Cooperation with property management operators was intensified in order to improve the energy efficiency of buildings. The indoor conditions of the City's office premises were inspected and, where possible, indoor temperatures were set to the lower limits set in the guidelines and ventilation was made location-appropriate. Additionally, the usage times of saunas, heated football fields and artificial ice rinks at sports facilities were adjusted. As an energy conservation measure in public areas, the lighting of locations such as streets and parks was dimmed where remotely controlled LED lights were in place. The lights of exercise routes were dimmed at nighttime. The use of street and staircase heating systems was restricted, with safety perspectives taken into account. Additionally, the Töölönlahti seawater pump was turned off. The City's most prominent energy consumption sites were listed, and their energy conservation potential, as well as viable measures and investments, were surveyed separately. In addition to the energy conservation work related to energy preparation, normal work to improve the energy efficiency of the existing building stock was continued as planned. In the heating period of 2021– 2022, viable energy efficiency measures were carried out at energy-reviewed sites. An energy review was also ordered for 40 sites for the heating period of 2022–2023. Ordinary adjustment-technical measures presented in property energy reviews include setting temperatures to their guideline values, balancing the radiator network and adjusting the operating times and intake air temperatures of ventilation systems to correspond with their guideline values and in relation to the usage of the building. Viable investments include overhauling ventilation units or equipping them with heat recovery technology and switching to LED lighting. **Energy efficiency is promoted in projects as well**		

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	The Energiaviisas kaupunkikonserni ('Energy-wise Helsinki Group') project, which ended in 2022, supported four of the City's subsidiaries (Korkeasaari Zoo, Jätkäsaaren Rööri Oy, Urheiluhallit Oy, Kaisaniemen metrohalli Oy) in their energy efficiency work and identified measures that can be implemented to reduce CO_2 emissions. Examples of these include overhauling ventilation units, switching to LED technology in lighting, recovering heat from shower wastewater and many usagetechnical measures that do not require investments. The Energiaomavaraiset korttelitason alueelliset ratkaisut ('Energy Self-sufficient Block-level Areal Solutions') project funded by the Ministry of the Environment was launched in 2022. The project involves producing necessary and up-to-date information on solutions that are as energy self-sufficient as possible – even carbon-negative – for the planning and implementation of block-level areal energy investments. Helsinki City Housing Company (Heka) is involved in the innovation programme of the HELENA project, which involves piloting low-carbon construction and housing solutions, such as a smart electricity storage, room-specific heating control and dynamic radiator valves. As part of this programme, a Heka building was equipped with a smart electricity storage made from old Tesla accumulators in 2022 to pilot the demand response of electricity. In late 2022, preparations were started for Heka's carbon-neutral energy usage roadmap, which involves establishing guidelines and operating models – particularly by utilising lessons learned City of Helsinki · Environmental Report 2022 — 39 from the HELENA project – for the systematic scaling of energy solutions in Heka's property portfolio. On the national level Motiva Services has had a national campaign for energy savings called Down by a degree.		
C. Culture			

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C1. Built heritage (4.1 Tangible cultural heritage; 4.2 Managing tourism impacts on culture; 4.3 Protecting cultural artefacts)	***List sites of cultural (built) heritage in the destination*** *such as: Architecture (churches, temples, castles, walls, cities, trails etc) Museums (history, art, etc) Archaeological sites and artefacts*	***Briefly indicate any positive and negative impacts connected to tourism****; for example:* - *Preservation and protection for tourism purposes* - *Impacts due to overtourism*	***Indicate how these key values are protected:*** *+ by law or regulations, e.g. monument lists* *+ by management or accessibility rules* ***Indicate whether key values are sufficiently protected***
Fill in for your destination:	*List of Nationally significant built cultural environments in Helsinki is available here.* *Also the Helsinki map service provides functional and comprehensive listing of cultural heritage. Layers – Cultural environments.*	*Some of the sights can be overcrowded at peak seasons. This can be a nuisance to locals and tourists alike. No significant threat is imminent to the preservation on this sights. Suomenlinna can be argued to be the most fragile sight. This is discussed in the answers.*	
C2. Intangible heritage (4.4 Intangible heritage, 4.5 Respecting authenticity)	***List*** *and briefly describe* ***the 'living' cultural heritage in the destination*** *such as:* - *Folklore (music, dance, costumes, rituals etc)* - *Language* - *Regional products and cuisine* - *Events (festivals)*	***Briefly indicate any positive and negative impacts connected to tourism****; for example:* - *Preservation and protection for tourism purposes* - *Awareness raising* - *Change or loss of local (indigenous) identity and values (e.g. adaptation of rituals etc. the tourist demands.*	***Indicate how these key values are protected:*** *+ by law or regulations* *+ by management or accessibility rules* ***Indicate whether key values are sufficiently protected***
Fill in for your destination:	*There are local events, local food and local culture in Helsinki. E.g.* • *Sauna culture* • *Local food such as herring* • *Events such as Helsinki Baltic herring market* • *Finnish and Swedish language*	*If anything, tourism helps to preserve these local cultural heritage things by raising awareness and providing resources for events, museums, restaurants, etc.* *The issue might be the local languages. As more and more workforce is needed to the tourism sector, more and more foreign or "not Finnish or Swedish speakers" come to the industry. This results in the service sector to be more and more in English.* *This is not only a result of tourism, but rather a compilation of many issues.* *Tourism is still relatively small phenomenon in Helsinki in comparison. Tourism has very little affect to the local culture.*	
D. Social			

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D1. Local community features (5.15 Avoiding Overtourism)	***Indicate important features** of the local population:* *a. local population trend (growth/decline)* *b. tourist/locals ratio in peak season, peak weekends* *c. when relevant for tourism: local ethnicities, "minorities"*	***Briefly indicate any positive and negative impacts connected to tourism, and when relevant important external pressures other than tourism***	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether synergy between the local community and sustainable tourism development is guaranteed***
Fill in for your destination:	*a. Local population is growing and shortage of housing is a chronic problem. Helsinki is part of the global urbanization phenomenon. The population growth is discussed here. Rough estimate is, that population will grow with 6000 people per year in the near future.* *b. Helsinki follows the tourism intensity on monthly basis. January 1,24 tourists per 100 locals. July 2,45 per 100. Helsinki follows also density, overnights per square kilometer.* *c. In this context there are no minorities in Helsinki. Sami people do live in Helsinki as well and Swedish speaking are also a minority.*	*There are no major risks or impact in this context. The intensity and density are still relatively low. Tourism does not affect the before mentioned minorities in any significant way. If anything, the non Swedish speakers get to speak Swedish with tourists thus upholding the language skills* 😊	
D2. Local community values (5.3 traditional access rights; 5.8 Resident engagement & feedback, 5.10 Inhabitant satisfaction; 5.16 Property exploitation)	***Indicate perceived community values, e.g.:*** *Social fabric, cohesion* *Individual, social and cultural respect* *Housing availability*	***Briefly indicate any positive and negative impacts on the local population connected to tourism**; for example:* - *Improved well-being, civic engagement and pride* - *Pressure on traditional land use and property rights* - *Cultural clashes, misbehaviour by tourists* - *Crime, pickpockets* - *Child labour, human trafficking, (child) sex tourism* - *Reduced housing options for residents*	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether synergy between the local community and sustainable tourism development is guaranteed***
Fill in for your destination:	*I don't understand the question. Housing availability is not a value.* *Finland is one of the Nordic welfare states and has relatively low income inequality. Thus also the social fabric can be said to be quite strong.*	- *Tourism creates jobs and taxes. It also enhances innovation, investments, academic collaboration, business, etc.* - *Tourism has very little impact on land use or property rights in Helsinki.*	

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	Housing prices are high in Helsinki due to constant population growth and limited available land areas.	- *There is very little if any complaints of tourists misbehaving. Some Airbnb flats cause problems. Some events cause noise pollution or littering.* - *There is some pickpocketing in Helsinki but this is relatively low compared to other European destinations. Helsinki "out of the way" for big immigrant flows or crime organisations.* - *Child labour is not reported.* - *Sex trafficking is reported but once again, the scale is very small compared to some other destinations in the world. This is obviously handled by the police and other relevant officials.*	
E. Local Economy			
E1. Tourism Business sector (5.11 Monitoring economic impacts)	***Summarise how the tourism sector is organised*** *Describe the tourism supply chain: restaurants, hotels, bars, homestays, Airbnb, trips, tours, activities, transportation; and their suppliers. Specifics e.g.:* *a. estimate number of large vs small enterprises* *b. local organisation of the sector (associations)* *c. seasonality of tourism activity*	***Briefly indicate any positive and negative impacts connected to tourism**; for example:* - *Enhanced entrepreneurship* - *Seasonal character of jobs* - *Impacts from seasonal unemployment*	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether synergy between the private sector and sustainable tourism development is guaranteed***
Fill in for your destination:	Tourism sector has approximately 8500 companies. The biggest sectors are: • Creative, arts and entertainment activities • Restaurants and mobile food service activities • Taxi operation • Other sports activities • Beverage serving activities By far the biggest group is small or very small companies. The tourism sector has organized under national organisation Mara. There is no local association for tourism other than Helsinki makers -network.	*Tourism is highly dependent on economic cycles. Also global or local events such as pandemic and war influence tourism. This makes the jobs volatile.*	*The outside threats are difficult to manage but one key factor is collaboration between tourism companies, the city and national level officials.*

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	The tourism management structure in Helsinki is described in answer 1.2. The seasonality is problematic for Helsinki, but not as much as in e.g. Lapland or in the Mediterranean. Helsinki is a capital city and has a lot of business travel, events and other factors that even out the seasons.		
E2. Economic impact (5.12 Supporting local entrepreneurs; 5.13 Promoting local products and services; 5.14 Promoting local employment in tourism)	***Indicate local economy related to tourism*** *a. estimate and describe the inclusion of residents in the local tourism industry* *b. estimate % of local economy managed by locals* *c. estimate % of residents economically depending on tourism*	***Briefly indicate any positive and negative impacts on the local economy connected to tourism**; for example:* - *increased employment in tourism and supporting sectors (suppliers, agriculture etc)* - *leakage of tourism revenues out of the destination* - *Increased prices, economic inequality*	***Indicate how major risks and challenges are dealt with.*** ***Indicate whether synergy between the local community and sustainable tourism development is guaranteed***
Fill in for your destination:	*There are two different sources for the amount of jobs in tourism in Helsinki. Based on these, there are approx. 25 000 or 6000 jobs – depending on the definition of tourism. This means that between 4-1 % of the total population work in tourism sector.*	*Tourism does most probably inflate the prices in the most tourist congested areas, but this is relatively small area. Airbnb is not considered to inflate the prices in significant way.* *Some of the tourism revenues do leak out of the destination, but this is part of being part of the global economic system, WTO, EU, etc.*	*Tourism creates more restaurants and other services to the city. This creates more competition and more choices to the locals.*

Stakeholders checklist

Use the table below to indicate the key stakeholders in the destination. This provides input for adequate stakeholder communication, participation and involvement.

Stakeholders **Issues**	**Government**	**Private sector**	**NGOs**	**Education & science**	**Inhabitants & workforce**
1. Destination Management organisation, planning, monitoring, ethics & legal	- *Local administration/ council* - *Tourism department* - *Spatial planning dep.*	- *DMC* - *Local/regional tourism associations, e.g. chamber of commerce; guides association* - *Business owners/managers*	- *CBT / ecotourism development organisations*	- *University (national / international – e.g. tourism development department)*	*Community representatives* *Labour Unions*
Add for your destination	-	-	-	-	
2. Nature & Scenery conservation, biodiversity, visitor management, landscape & scenery	- *Nature/conservation department* - *National Park* - *Spatial planning dep.*	- *Local/regional tourism associations* - *Business owners/managers*	- *Nature conservation organisations (local, national, international)* - *Animal welfare org.*	- *University (national / international)* - *Professional education institutes (e.g. guide and TO training)*	*Community representatives*
Add for your destination	-	-	-	-	
3. Environment & Climate pollution, water, mobility, waste, energy, climate	- *Environmental department* - *Public services department* - *Spatial planning dep.*	- *Local/regional tourism associations* - *Business owners/managers*	- *Environmental awareness groups*	- *University (national / international)* - *Professional education institutes (e.g. guide and TO training)*	*Community representatives*
Add for your destination	-	-	-	-	
4 Culture & Tradition heritage conservation, traditions, visitor management	- *Culture department* - *Spatial planning dep.*	- *Local/regional tourism associations* - *Business owners/managers*	- *Culture conservation groups (language, dance, cuisine folklore etc.)*	- *University (national / international)* - *Professional education institutes (e.g. guide and TO training)*	*Community representatives*
Add for your destination	-	-	-	-	
5. Social Well-being human rights, community, local economy, health & safety	- *Social department* - *Security and crises response department*	- *Local/regional tourism associations* - *Business owners/managers*	- *Human/minority / indigenous / community rights & empowerment groups*	- *University (national / international)*	*Community representatives*

					Labour unions
Add for your destination	-	-	-	-	
6. Business & Hospitality private sector involvement, marketing, visitor satisfaction	- *Economic affairs department* - *Tourist information office*	- *Local/regional tourism associations* - *Business owners/managers*	- *CBT / ecotourism development organisations*	- *Professional education institutes (e.g. hospitality training)*	*Community representatives*
Add for your destination	-	-	-		