

2021 BLUE LIVES

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Ad Meliora

Almost in the blink of an eye, it's already time to present to you once again this yearly publication, just in time for the 207th Anniversary of the Malta Police Force.

This year's publication focuses on none other than the Malta Police Transformation Strategy: 2020-2025 and what it has so far brought about. In a nutshell, it is about how the blue lives will transform into a professional career. It is about betterness.

This voyage towards betterness is no cliché, and extends way beyond an internal shakeup. It is about you, the community, and how we look forward to working with you as our strategic partner.

We hope you enjoy this third edition of Blue Lives!

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Inspecting the Minister's Vision

Hon. Byron Camilleri

It is a pleasure for me to be writing for the Blue Lives magazine once again as it gives me the opportunity to take time and reflect on what we have achieved together in the past year. I have been occupying the role of Minister for Home Affairs, National Security and Law Enforcement for over fifteen months, and I am satisfied to note that, since then, we have enacted a series of changes that have transformed the Malta Police Force into a strong Malta Police Service.

The launch of the Transformation Strategy was a crucial step towards modernising the organisation into a more transparent, agile, and community-centric Police Force. I have no doubt that the innovation and sustainment of positive changes stemming from the reform will lead to leadership and management practices that are both effective and efficient to deal with the circumstances that lie ahead.

Let's face it, we live in an ever-changing society and a country that evolves from one year to the next.

That is why it is crucial that our Police Force changes too in order to be in a better position to respond to the needs of the society it works to protect. I believe that the Transformation Strategy, as well as the other reforms such as the introduction of a new Code of Ethics and an Anti-Fraud and Anti-Corruption policy, have equipped the Force with a strong institutional capacity. It is precisely these foundations that we seek to build on in the near future.

Nonetheless, I am also a firm believer that our men and women in blue must be given the necessary tools they need to respond to the issues which we are confronting as a society. That is why, over the past few months, we have worked to invest in more training opportunities and the latest technological equipment. For instance, the introduction of the mentorship programme for new recruits has provided a point of reference for many young officers who have just joined the ranks of the Force. From a simple report, to more serious issues such as how to conduct yourself on the scene of a crime, this initiative ensures that constables are well-prepared for the job they face.

The launch of the new bodycams was additionally a significant milestone we achieved this year as this technology, worthy of an investment of over a million euro, will enhance the officers' personal protection and that of people they deal with in the course of their duties. The introduction of new police vehicles, as well as the hefty investments being made to upgrade police stations around the country, is part of our commitment in providing a better working environment for all our officers.

I also look forward to stepping up our efforts and continuing to expand the successful community policing project across more localities. The community policing teams have been greatly welcomed across the board, and have also served to bring communities closer to the Police Force.

As we celebrate another Police Week, I must thank all the hard-working and capable officers who together help keep our communities safe. The past few months have not been easy; however, the Police Force has shown great courage, regardless of the circumstances it faced. The Malta Police Force was founded 207 years ago, and since then, our officers have protected and served this great country. This is the kind of Police Force I am proud of. We will remain committed to investing in more education and improving the lives of our officers with robust policies.



From the Commissioner's Office

Mr Angelo Gafa'

RESILIENT AND ADAPTABLE

Policing was never meant to be an easy job. The pandemic has made our work even more challenging. Together with other strategic partners, since March last year, we have shouldered added responsibilities in order to ensure that Malta remains a safe and secure society.

I would be committing a great injustice if, on the eve of the 207th anniversary of the Malta Police Force, I didn't thank all our brave officers who, day in day out, have over the past months demonstrated great resilience in the face of unforeseen challenges, while dauntlessly adapting to several novel processes introduced in line with an ambitious Transformation Strategy covering a five-year period.

A year ago, just hours after my appointment as Commissioner of Police, I sat down with the Blue Lives editor and listed the areas that the Malta Police Force would be prioritising in the first year in office. Thanks to the great commitment of our officers and enhanced strategic direction, I am proud to announce that all listed priorities have been fully implemented.

Critically important was the publication of a Transformation Strategy launched last September. Within such a turbulent world, where the only thing constant is change, it was fundamental for the Malta Police Force to adopt a strategy to guide us in executing the necessary changes and transformation for the next five years. The Strategy, which is publicly available in line with our commitment for greater transparency and accountability, sets a clear vision for the next five years: for the community to trust us in ensuring a safe and secure society for everyone.

We consider trust as key for the simple reason that our effectiveness depends entirely on the public's participation in policing, both in preventing crime and in solving offences, especially the most serious ones. We have thus aligned our mission statement with the vision statement such that we are today committed

“to provid[ing] a professional and trusted policing service to ensure safety and security in partnership with the community”.

Mindful that trust doesn't grow on trees, we have over the past year adopted a series of measures which are ultimately aimed to enhance confidence and legitimacy in the Malta Police Force. These include the setting up of an Internal Audit Department, the establishment of an Anti-Fraud & Corruption Policy, and the publication of a new Code of Ethics, while placing greater emphasis on regular training in police ethics and human rights. Besides adhering to GRECO recommendations, the implementation of these measures stems from our commitment towards the adoption of good governance principles.

Our pledge to partner with communities remains a topmost priority, and the community policing project first launched as a pilot in Mellieha in 2019 has now been extended to 19 localities. By end of year, this figure will increase to 28 localities in Malta and all localities in Gozo. We are committed to extending community policing across all Malta and Gozo by the end of 2023. This novel approach of policing seeks to provide residents with a say in their local policing, and provides the police with more eyes and ears in the community, while fostering better relationships between the public and the police.

An increased level of trust has helped reduce the dark figure of crime. Since the establishment of a dedicated Gender-Based & Domestic Violence Unit last November, the Malta Police Force has witnessed an increase in domestic violence reports. This is certainly not a triumph, but given that this is the reality out there, we can be relieved that these vulnerable victims are today being assisted professionally and empathetically by specialised officers who are making a concrete difference in people's lives on a daily basis.

We are highly encouraged by the fact that our hard work is being recognised not merely by the general public, as evidenced by recent international surveys, including the Eurobarometer, but also by the international community, including international institutions, which have publicly commended the Malta Police Force for our successful operations. The recent launch of body-worn cameras is proof enough of our commitment to be more transparent and accountable in our operations, both crucial to keep engendering confidence and legitimacy.

We are bound by our duty to public service and our responsibility to ensure safer communities. The coming months will see further consolidation of the Transformation Strategy across its various areas such that the Malta Police Force keeps evolving into a more efficient and effective organisation, widely seen as a respected, honest, and committed partner.

Stay safe, and thank you all for partnering with us in keeping Malta a safe and secure place.



Our Vision
Our Mission
Our Transformation



The Malta Police Force has embarked on a journey to transform the current Force into a modern, data-driven, transparent, and agile police organisation to serve the public, guided by principles of efficiency and effectiveness.

The Malta Police Transformation Strategy: 2020-2025, is publically accessible from pulizija.gov.mt and comprises a new Mission Statement and Vision enhanced through 3 strategic outcomes. Based on the three desired outcomes of the Strategy, 11 strategic objectives have been identified and aligned with one of the three outcomes. Each strategic objective, in turn, is assigned 49 strategic initiatives.

The Strategy comprises these three desired outcomes:

- Increase trust, confidence, legitimacy, and responsiveness externally from the perspective of the community, and internally from that of MPF officers and staff;
- Transform the current police organisation into a flexible, efficient, data-driven community-centric, outcome-focused modern Police Force; and
- Focus on innovation, and sustain the positive changes that result from reform through leadership and management practices that are both effective and efficient.

One of the areas where we have invested enormous efforts during the last months was the strengthening of the corporate governance department with concrete measures, actions, and established outcomes. Several internal policy documents were launched, such as, the New Code of Ethics, the role of the Integrity Officer, and an anonymous break the silence mechanism. This established the Police Force's commitment to ethical work practices and a work environment that fosters mutual respect, open communication, and integrity, consistent with the expectations and plans of the organisation.

The nature of our work exposes the employees to ordinary and extraordinary stressors which could affect the wellbeing of every officer at any point in time. The Transformation Strategy also caters for the promotion and maintenance of the mental health and wellbeing of all staff working within the organisation through proper work practices, while enabling employees to take responsibility for their own mental health and wellbeing. A wellbeing policy equips the Malta Police Force to develop and implement programmes and services that prevent or mitigate potential difficulties in wellbeing. Enhancing working environments is also of paramount importance; one initiative is the installation around forty drinking water fountains, covering almost all our working environments.

While there is always room for more and better, our policing improvements are being recognised. We are thus encouraged and look forward to this promising performance to become even stronger over the years to come in sustaining stronger policing and stronger communities.



We are trying to find ways to reduce our own impact on the environment through zero waste initiatives and recycling. We recently started installing WAW water dispensers at our head office and police stations. These dispensers have been designed to ensure that our staff can enjoy the benefits of continuous fresh drinking water without the use of plastic bottles.



Record & React

In the year 1829, Sir Robert Peel developed what came to be known as the Nine Principles of Law Enforcement. Peel's second principle stated: "The ability of the police to perform their duties is dependent upon public approval of police existence, actions, behaviour and the ability of the police to secure and maintain public respect." The principle itself is reflected in one of the three desired outcomes of the Transformation Strategy of the Malta Police Force where, in order to build trust in society, as an organisation, the Malta Police Force must start to hold itself accountable both internally and externally.

One way of going about this, in today's online culture, where videos go viral in a second, is to provide an unfiltered version of officer-community interactions. In May 2021, the Malta Police Force officially rolled out its Body Worn Cameras Programme whereby every operational officer on the street is now equipped with a camera that allows its wearer to capture video and audio footage.

Research has shown that Body Worn Cameras increase transparency and accountability. While memory for personally experienced past events has its shortcomings, and assuming that the individual is telling the truth, footage captured by Body Worn Cameras provides an indisputable, first-person perspective on the version of events to help corroborate accounts provided by officers and citizens. Additionally, footage captured may be used as evidence, with data suggesting that this in turn leads to higher numbers of guilty pleas in court proceedings, especially in cases of Gender Based and Domestic Violence.

Body Worn Cameras have also been shown to have a 'civilising effect' by improving both the police officer's behaviour and that of the citizen. Citizens often change their behaviour towards officers when they notice that the encounter is being recorded, while officers tend to rely on less intrusive methods of dealing with citizen encounters.

Nevertheless, donning a Body Worn Camera is only part of the equation. Turning it on to effectively capture footage of the encounter is what it all boils down to. While the Malta Police Force has a mandatory wear-and-capture policy, in the intensity of the moment, hitting that 'record button' is often an afterthought.

Therefore, the department has opted for the **Motorola VB400 Body Worn Camera**, which allows officers to focus on critical situations, and not on their camera. Through the use of 'Smart Holsters', the camera starts recording as soon as it detects that a lethal or non-lethal weapon has been unholstered. Furthermore, activating one camera causes all other cameras within proximity to also start recording. All this is supported by the fact that the captured footage is secure at all times by encrypting the data on the device both in transit and at rest, thus making the Motorola VB400 a truly impressive piece of technology that the Force can rely on.





Caught Red Painted

Safeguarding the environment for a sustainable quality of life is not only ERA's motto, but it also perfectly describes the relationship between ERA and the Malta Police Force. Last year, we were all stunned, not by the formation and displays during the airshow, but by the countless arrows that were found sprayed all over the countryside on our islands. At the same time, this incident was a showcase of the impeccable cooperation between Malta's environmental law enforcers, namely, the Malta Police Force and the Environment and Resources Authority.

At least 2582 arrows were found sprayed on rocks and rubble walls in the most scenic sites in Malta and Gozo. Once ERA became aware of such widespread damage, thorough investigations began, and within days, the alleged perpetrators were identified and caught, and they are currently facing charges for damaging our local natural environment. In this and similar cases, ERA officers work hand in hand with police officers to gather the necessary evidence required to enable legal proceedings against the perpetrators. To this end, ERA provides all the information gathered from

the investigations thereby enabling the Police Force to focus their investigations and narrow down their searches to gather enough proof in order to proceed with charges against the perpetrators.

Acting fairly, similar to what happens in a number of situations, ERA and the Malta Police Force offered the offenders a way of redemption by giving them the opportunity to clean up the damage in a way that would not cause further damage to the environment.



Unfortunately, the method used to remedy the situation still did not lead to the removal of the arrows, and hence, a decision was taken to proceed with legal action.

This is only one of several cases where ERA and the Police Force cooperated for the benefit of the environment and all those who enjoy our pristine countryside. The Environmental Protection Unit (EPU) within the Malta Police Force was set up some thirty years ago to specifically support action against environmental crime. They take direct action in instances where there is possible damage to the environment. It is worth mentioning that, any organised activity that is planned to take place within protected areas that fall under the Environment Protection Act, Cap 549 requires individuals to contact ERA and, if necessary, obtain a permit. One may seek more information on the ERA website via the Customer Care or by calling on **22923500**.



Any acts against the environment can be reported to the Environment and Resources Authority on 22923500, or via email at info@era.org.mt. In case of any emergency related to the environment, ERA can also be contacted on 99210404

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Text Message
Thu, 6 May, 04:46

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Text Message



Delivery Scams

While online shopping has many benefits, one should be very cautious of fake and fraudulent eCommerce sites. Fraudsters have upped the ante during the pandemic as a result of consumers' increased reliance on online shopping. Undoubtedly, local consumers and businesses have not been spared. The following are examples of online scams which have been prevalent in recent months.

Delivery Scams – Malicious Messages Seemingly Originating from MaltaPost

Fraudulent messages via SMS or email impersonating MaltaPost would direct users to click on a link to arrange for delivery. The link takes the user to a fraudulent website intended to trick consumers into providing their personal or financial details. The website would be very similar to MaltaPost's genuine website, but upon closer inspection of the URL link, one would notice that this is a fake website.

Protect yourself

- Stop and think, do not act in a rush, particularly about communication that arrives out of the blue.
- Always be vigilant and check that the origin uses the correct maltapost.com domain (not malta-post.com or maltapost.com as examples of fraudulent domains) and a secure website using https:// ('s' for secure). Usually, these scams have poor quality designs and grammatical errors.
- MaltaPost uses the UPU S10 standard tracking identifier. This is a 13-character identifier of 2 letters, 9 digits, and 2 letters (denoting the country of origin of the order, for example, CN for China). Ask the seller for a valid tracking number in line with the UPU S10 standard tracking identifier specific to the order in order to track your parcel's movements through postal operators' genuine websites.
- Keep a record of the parcels you are expecting. If you receive a suspicious message or notification claiming to be from MaltaPost, you can verify its genuineness by contacting us on info@maltapost.com.
- If you have been the victim of a scam, report it, or if you would like to clarify anything, contact the Cyber Crime Unit on telephone number (+356) 2294 2231 or email address computer.crime@gov.mt.

For more guidelines, and to see the types of delivery scams that are currently circulating, visit <https://www.maltapost.com/scamprotection>.



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Upgraded Fleet

With an eight-gear automatic transmission, reaching 100km/hr in less than 10 seconds and a top speed of over 200km/hr, the SUV type Hyundai Tucson will be patrolling the Maltese islands for the days to come. The Rapid Intervention Unit patrol vehicle is now very much a mobile office for the police, thus helping our officers to feel safe, protected, and comfortable during a twelve-hour shift.

Is there a vehicle that propels more childlike curiosity than a police car?

From our experience, whenever police patrolling cars pull over, whether for a demonstration, school visit, or even police work, it is not merely the children who scurry around the vehicles, but also sparkly-eyed adults. The new SUVs are particularly attractive to look at since they are equipped with one of the best customisable audio and visual warning systems available on the market. They are highly visible due to their new Police livery, and are equipped with various communication devices necessary in police duties.

Patrolling with these vehicles does not only enhance the loading capacity of equipment used in police operations and regular duties, but they also offer the ability to wander and advance in areas where the preceding



vehicle could not. The ability to shift from two-wheel drive to a four-wheel drive aids our patrolling duties in being slightly less complicated. The Hyundai Tucson provides a comfortable driving experience in low-speed driving, which is suited and applied during our routine patrols, while making it possible and providing the necessary power when the situation necessitates it.

Safety was and will always be our first concern. As a matter of fact, priority was given to the suspect transport enclosures. A robust transparent polymer barrier was installed in order to separate the police officers from the suspects while in the vehicle. The rear part of the vehicle was totally transformed. The factory seat was replaced with a high resistant waterproof plastic seat, making cleaning easier after each use or arrest. A centre pull seatbelt system was also installed, making it safer for the officer to lock the suspect's belt. The windows were also reinforced to resist heavy impacts, while all opening mechanisms are controlled by the officers at the front. Strong connections between the people who serve and the people being protected are demonstrated through communication and the vehicles police officers use on a day-to-day basis.



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Combating Financial Crime

Financial crime has been around since the invention of currency, with some academics arguing that its origins date further back to the advent of trade. Of all the eras of human history, none are more complicated than today. Financial crimes nowadays come in various forms, including corruption, embezzlement, serious fraud and misappropriation, money laundering, terror financing, etc. Our global economy and cryptocurrencies only make these transactions more difficult to track and untangle.

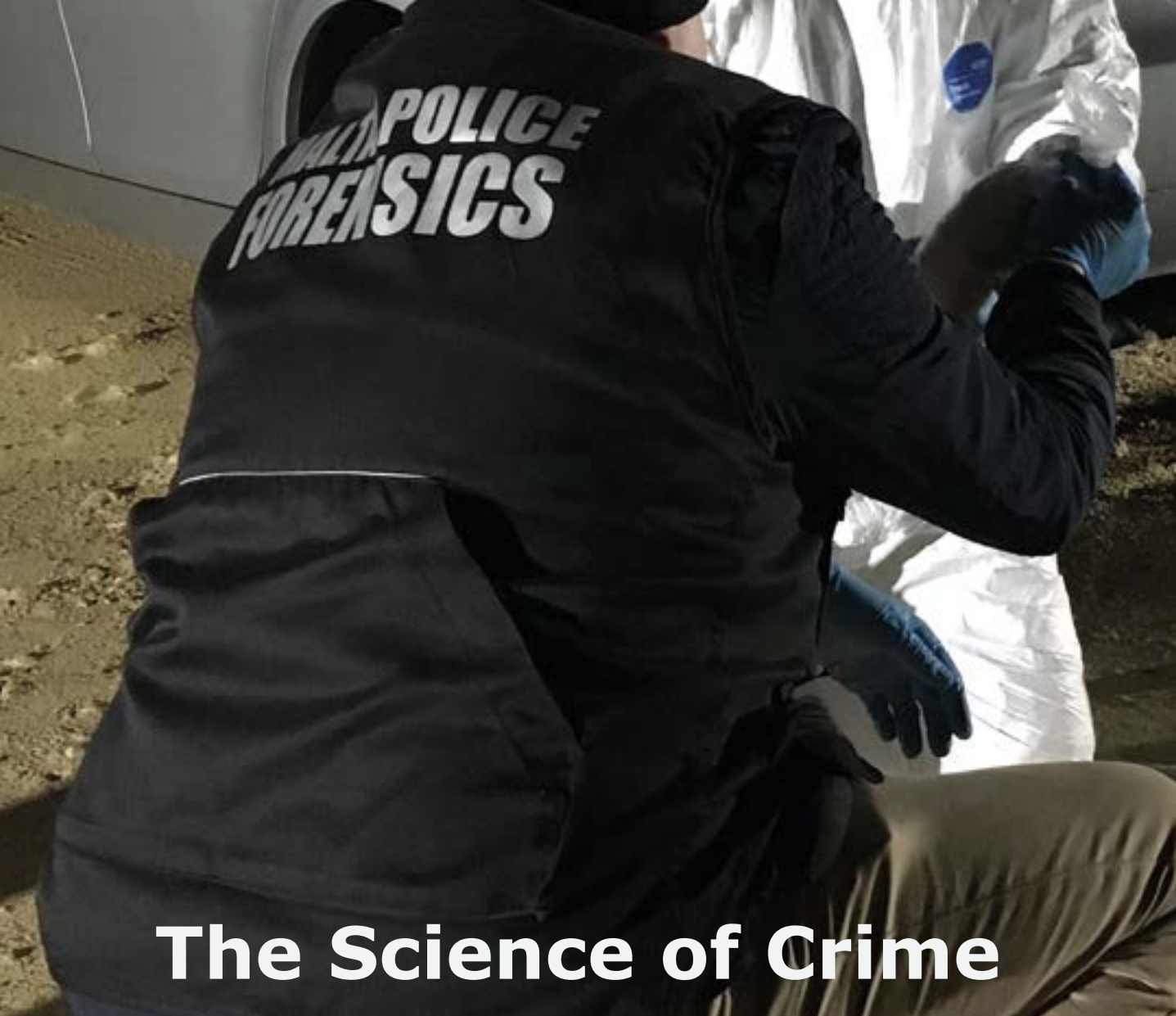
The Malta Police Force is compelled to innovate to keep up with a rapidly changing landscape and increasingly innovative criminals. During the last year, the Financial Crimes Investigations Department (FCID) underwent significant changes, and today, it is the largest investigative unit within the Malta Police Force.

Its highlight was the process of allocating the department to new premises to house the operations and capacity growth. In September 2020, the FCID relocated to its present new state-of-the-art 4-storey building in Santa Venera, with 2,600 square metres of office space and car spaces, and is specifically structured according to current and prospective requirements of the department. These new premises provide an improved and more adequate working environment for the staff, including new high-tech offices, training facilities and operational rooms. The building is equipped with dedicated lawyer rooms and technologically advanced interviewing rooms. The FCID encompasses two major squads, namely, the Anti-Money Laundering and Terror Financing Squad, focusing on money laundering, assets discovery and recovery, cash control regulations, and financing of terrorism, and the Economic Crimes Squad, focusing on serious fraud, including fraud detrimental to the EU, and corruption, including sports corruption, falsification of documents, online fraud, serious cases concerning intellectual property rights, and excise duty.

The Anti-Money Laundering Squad has eleven investigative teams, while seven investigative teams are assigned with the Economic Crimes Squad. In September 2020, the Tax Compliance Office was set up, with one investigative team focusing on complex cases concerning tax evasion, including missing trader intra-community fraud, amongst others. The Financial Crime Analysis Unit and the Blockchain Analysis Unit form part of this department. This department highly depends on strong cooperation with both national & international law enforcement agencies. An International Relations office was recently set up, with the aim of handling international matters, while being a point of reference to the European Public Prosecutors Office.

The hallmark of this department is to practise our core values of integrity, professionalism, impartiality, and respect, and provide a trusted policing service.





The Science of Crime

Forensic science encompasses the application of scientifically validated methods within pathology, anthropology, toxicology, odontology, entomology, chemistry, and biology with the aim of finding, detecting, collecting, and analysing forensic data. The field of forensic science is an area which is rapidly evolving in line with advancements in scientific and technological breakthroughs, such as, cybercrime.

The Malta Police Forensic Science Laboratory continuously seeks to further enhance its forensic services in Malta in accordance with the European Union Council decision framework issued in 2009 and the vision put forward in 2011 by the Council of the European Union which established the Vision for European Forensic Science 2020 through the European Forensic Science Area 2020 (EFSA 2020).

The Malta Police Forensic Science Laboratory is a member of the European Network of Forensic Science Institute (ENFSI) that promotes harmonisation and accreditation of forensic

services across its members. The Malta Laboratories Network assists the Malta Police Force and the Malta Police Forensic Science Laboratory in embracing accreditation of its services in order to have a state-of-the-art comprehensive forensic science centre worthy of our forensic services and professionals. Professionals within the Malta Police Forensic Science Laboratory regularly attend specific courses that help them to operate in accordance with the EFSA 2020 concept and the ENFSI requirements



through the implementation of accreditation in line with international standards.

Collaborative initiatives with established forensic institutes such as the Netherlands Forensic Institute and accreditation bodies such as the National Accreditation Board provide platforms to train and exchange knowledge and expertise, while investing in our forensic professionals aiming to gather substantial international recognition thereby evolving services, research, and education in the international forensic field. Excellence is achieved and maintained through continuous training and professional education. The Malta Laboratory Network is a pillar in encouraging education, especially in areas where laboratory work is involved.



The mission of the Malta Laboratories Network is to develop and sustain laboratory services in Malta through the application of a unique model of networking based on fostering innovation, research, training, education, exchange of resources, and empowerment of stakeholders.



Data Centric

The Malta Police Transformation Strategy 2020-2025 includes 11 strategic objectives, one of which is **“putting data and technology at the centre of all operations”** for a flexible, efficient, data-driven, community-centric outcome, as well as a focused and modern Police Force. In addition, varying obligations are continuously stemming from EU regulations for Member States to put EU law into practice. Therefore, the Malta Police Force is continuously seeking to be equipped with sufficient resources in order to meet its specified objective and be technologically in line with law enforcement agencies of other Member States.

An Enterprise Service Bus System (ESB) was recently set-up within our organisation, which is a platform used to connect various systems, thus making police work more efficient. Daily requests are now being attended to in a timelier manner. Most importantly, the ESB is used to enforce security and monitor the performance of transactions in its investigative role. We are now in a better position to access both the Europol and Interpol databases for law enforcement purposes. Complementary to the ESB, we are presently working on a new software development which involves a myriad of concepts that are applied for standard data exchanges for the interconnection of scattered law enforcement systems situated across different national borders.

Following completion of several technical enhancements on its existing case management system, the International Relations Unit is now equipped with a modern centralised database with multi-user access. New functionalities were introduced within the SIRENE system to support the ease of exchange of information and intelligence. The same software can also be used for data collection and analysis. The system works on a role-based access, tailored with stringent security standards. At present, we are also working on new software related to the Schengen Information System (SIS Recast), following the regulations (EU) 2018/1860, 1861, and 1862. Indeed, the SIS Recast represents a major enhancement, in particular, to strengthen the current SIS in relation to the fight against terrorism and cross-border crime, while improving border and migration management. The ultimate aim is effective information exchange between Member States, while increasing the security of the European citizens.

These newly introduced IT advancements are worth over €1.8 million, and have been fully or partially funded by EU funds under the Internal Security Fund programme. These enhancements were entrusted to the Italian company Gruppo per l' Informatica (GPI) that specialises in IT consultancy and design skills, hence providing made-to-measure technological solutions to a diverse portfolio of clients, amongst which is the government sector.



GPI is the preferred partner for software, technologies and services for healthcare, social services and the public administration. Founded more than 30 years ago in Trento, GPI has grown through significant investments in M&A (in Italy and abroad) and R&D, which it carries out in partnership with leading Italian research centres and universities to share scientific, technological, functional and process knowledge applied to the e-health, e-welfare, well-being sectors.

1350

920

2280



What's in a Number ?

The Malta Police Force is one of the earliest civil police institutions in Europe, having been established by Malta's Colonial Governor Sir Thomas Maitland on the 12th of July 1814.

Initially, recruits did not wear a dedicated uniform, but were identified by the accoutrements and side arms which they carried when on duty. Uniforms were first issued in the 1920s. However, personal identification appeared later in the 1930s, when police officers were allocated unique numerals that were displayed on the headgear and the tunic collar. Letters indicating the wearer's station were at one time also displayed on the collar.

As part of the reforms undertaken in 1918, the police numeral system was revised, and serving members were reassigned numerals starting from '1' onwards. While Gazetted officers did not wear any numerals, a tradition which still applies today, numbers originally assigned to them as members of the Force were not reissued when the officer left the service. Eventually, this system was replaced with one wherein the numeral of retired officers would be reassigned to new recruits.

In the early 1950s, Police Inspector General of the Colonies W.A. Muller recommended the enlistment of women into the Force. The first five female police constables were enlisted on the 4th of June 1956, and they were followed by another five shortly afterwards. They were assigned police numerals one to ten, plus the letters 'WPC' (Woman Police Constable). The style of the uniform jacket changed in 1958. The mandarin collar was replaced with an open collar worn with a shirt and tie. Consequently, the police identification numerals were no longer displayed on the collar, but on the tunic's shoulder straps, a method which has not changed since.

A recent change in uniform and insignia reflects the new mission statement adopted by the Malta Police Force, which is to work in partnership with the community. In addition to the identification numerals, the uniform will also display the name of the wearer, thus allowing citizens to identify the officer and communicate with more ease. Another change came into force in March 2021, where the distinction between male and female officers was dispensed with. Henceforth, all officers are now referred to as either 'PC' (Police Constable) or 'PS' (Police Sergeant).



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In Partnership with the Community

Community policing comes in all shapes and sizes, from the specifics of problem-solving by the local community policing officer, to the grand philosophy of policing that is community sensitive, accountable, and transparent. It starts with targeted foot patrols, extending to the police as organisers of their area according to the needs of the community.

Community policing is a philosophy, not a programme, that includes preventive patrol, response time, patrol deployment, performance measures, public perceptions of the police, citizen demands for police service, and police-community relations. It is a proactive, decentralised approach designed to reduce crime, disorder, and fear of crime by involving officers within the same community over a long period of time, thus enabling residents to trust community officers and provide them with information and assistance in matters of crime and community order. Community policing uses various tactics, ranging from park and walk, to foot patrol in order to encourage community support for policing aims. It is distinguished from other policing approaches by deriving its priorities from community input.

Last October, we extended the concept to 12 localities after a successful 2019 pilot project in Mellieha. This month, we also included another 8 localities. Our plans are to extend further, with the year 2023 being the target to have all islands covered. Our mission statement is to increase security and safety among residents, voluntary organisations, and



associations within the localities. To date, community police officers have performed over 9,500 hours of foot community engaging patrols and 4,000 kms of e-bike patrol within 12 localities. Results from these patrols show that we can be more effective in our crime response and prevention efforts if we consider the community as a strategic partner in our operations. Therefore, we have upgraded to provide a personalised service by giving the residents direct mobile numbers of their area officer. This direct link proved very effective and efficient, a proactive way to prevent crimes within neighbourhoods, rather than the traditional reactive policing.

Community policing helps reassure residents that police are patrolling the streets and clamping down on crime, while encouraging them to forge a direct relationship with their area officers.



The General Soft Drinks Co Ltd has been operating in Malta for over 50 years and is an independent Coca-Cola bottler and the sole licensed bottler for products of The Coca-Cola Company (TCCC) in Malta. Our Company is responsible for manufacturing a wide range of soft drinks across Malta for brands owned by TCCC including Coca-Cola, Diet Coke, Coke Zero, Fanta, Dr.Pepper, Sprite, Schweppes, and Kristal.



Breaking the Cycle

Domestic abuse afflicts people of all races, religions, socioeconomic status, and sexual orientations. The initial warning signs are feeling demeaned, assaulted, and excessively controlled by their respective partner, that usually happens behind closed doors. Domestic abuse can be verbal, physical, sexual, or psychological.

The Gender Based and Domestic Violence Unit within the Malta Police Force was established in October 2020, and in a period of six months, the number of reported cases reached a total of 925, hence an average of 5 reported cases daily. The aim of this Unit is to prioritise addressing domestic violence abuse within the wider context of supporting victims of domestic violence and keeping them safe.

The role of the police in cases of gender-based and domestic violence is crucial. The police remain one of the key frontline services which victims can avail of to prevent and stop incidents of violence and abuse, while demonstrating the capacity for empathy and compassion to victims who experience ongoing anxieties and emotional distress. Apart from addressing the emotional impact on the victim, it is also crucial to address the problems of the abuser, particularly if one of the problems includes alcohol or other substance abuse.

This Unit collaborates closely with Aġenzija Appoġġ within the Foundation for Social Welfare Services, where the latter provides support services to the victims after assessing their risk of danger from the aggressor, while enhancing social support to the victims even by providing shelters and other housing.

Together with the Law Courts, Aġenzija Appoġġ, and Child Protection Directorate we have banded together to offer a comprehensive, coordinated, and community-wide response to break the progressive cycle of gender based and domestic violence, with the main aim of Zero Tolerance for such Violence.



The Foundation for Social Welfare Services (FSWS) is a national entity which helps vulnerable people by providing a variety of services for free. The Foundation offers services associated with children, families, communities, and addictions, amongst others. The Foundation is committed to develop its services further according to the needs of society, while remaining at the forefront, and improving social solidarity.





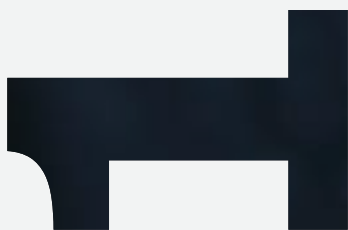
112 MT App

Helping to create Malta's 112mt mobile app has been one of our most exciting projects yet. Here is how we created a cutting-edge tool to help citizens in need.



The new 112mt mobile app offers citizens another way to get in touch with emergency services. Using the app, they can instantly call or text 112 with a single tap, making the system more accessible to people with hearing or speech impairments, while offering wider benefits for citizens reporting serious incidents.

The new app also enhances location tracking for 112 teams using Advanced Mobile Location (AML) technology. Using data from cell towers and, with the user's consent, the phone's GPS, emergency services can now identify where a caller is located to the nearest metre.



For example, if a citizen is in a situation where they cannot talk, perhaps due to a serious injury, or being stuck in a lift, they can request emergency help via a built-in panic button. Information about their location is transmitted to emergency teams, who can then provide help as quickly as possible.

Users can also use the app to report witnessed crimes, obtain general news about their area, and find useful contact details in case of an emergency.



Help is always on hand

The new 112 system is a crucial part of Malta's wider national strategy to ensure the wellbeing of its citizens. However, always remember, contact 112 only if you are actually in an emergency. If you are in a non-emergency situation, need to report a crime or missing item, or simply want the right contact information, download and use the **112mt mobile app**.



A specialised B2B team within GO plc that caters to the communication needs of the local business community. Our team of highly experienced technical experts are on-hand to help businesses meet their communication and IT requirements, offering bespoke support for any challenges they may face. For more information, and to get in touch visit us at www.gobusiness.com.mt



Policing the
Sister Island



Providing Safety and Security on Malta's Sister Island

The island of Gozo is often described as a tranquil haven, and in the past years, it has always been associated with low crime trends and a safe environment. Nonetheless, a touristic area such as Marsalforn requires the proper attention with regards to safety and security.

Together with the recent infrastructural works conducted by the Ministry for Gozo to improve this seaside locality, the Marsalforn Police station was also renovated with an investment of €130,000. The station was transformed into modern premises equipped with new utility services and facilities, better IT equipment, and improved accessibility, including the installation of a lift. The aim of this investment is to create a more comfortable environment for both the police officers carrying out their duties there and the general public.

Plans are in place for the upper part of the station to be transformed into a central hub for the Gozo Community Policing Team that is also planned to be launched later this year. Similar to the concept in Malta, the Gozo Community Policing Team will focus on positive proactive policing through regular community engaging foot patrols.

In order to meet the ever-increasing demands of the locality, especially during the summer months, the human resources manning the station were doubled, while meetings with the Local Council, residents, and owners of commercial outlets are frequently carried out in order to assess the situation with regards to the safety and security of both the residents and visitors. Particular attention is also currently given to the enforcement of the Health Regulations pertaining to the COVID-19 situation.

Following reports by residents and upon recommendations brought forward during one of the meetings by the Local Council, in order to curb reports of anti-social behaviour and public disturbance, especially during the night, the Gozo Police are currently drafting a by-law which will prohibit the consumption of alcohol in public places, such as, the streets and pavements in Marsalforn.



The vision of the Ministry for Gozo is to secure economic and social prosperity for the people residing in Gozo by implementing effectively and efficiently the regional and national strategies and policies within the context of the island's unique characteristics.

melita

Our nationwide, ultrafast, reliable networks keep Malta connected to what matters. 5G mobile and 1,000 Mbps internet available all across Malta and Gozo.

Melita. Inspired by people like you.

