

INFORM

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ISSUE 04



Merry Christmas
and a Happy New Year

Masculinity, the Canteen Culture and the Strong, Ambitious and Weak Character.

The Police Inspector.
Is it too much for District ones?

An Internship experience with
The Malta Police Union



DEVON



An extra treat from Devon

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Editorial

Another year is coming to an end and when we look forward, one can say that it has been a fruitful year where the Union was extremely active and managed, with the assistance of other parties to achieve a lot.

After years, the issue of the Progression vs Promotion highlighted in the 2018 Sectoral Agreement has been resolved. We also solved the RPC's pro-rata allowances, and these are being paid.

The Executive Committee also worked to resolve the issued around the 7 Disputes registered and seems that this work paid off as all of them have been resolved.

I do not wish to take a lot of your time, but I wish to thank those who assisted us during this past year, even though not everyone is still holding an office which related with the Union. Apart from the Permanent Secretary, Mr. Kevin Mahoney and Mr. Emanuel Psaila, together with the Commissioner of Police and the Director General Ms. Stefania Sgandurra, we also thank AC Kenneth Haber for his dedication and commitment to resolve many issues which are of a personal nature and cannot be made public.

Whilst wishing you and your loved ones a Merry Christmas and a Happy New year, I remind you that our door is always open to assist you in any way possible.

 Neville Mercieca


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Masculinity, the Canteen Culture and the Strong, Ambitious and Weak Character.

A dissertation by 2.S/M Isabella Camilleri.

Masculinity is the way men act, their behaviour, characteristics and roles. These three factors will then reflect on the society they live in; including their workplace. Some also see masculinity as a form of power that men can exert within their surroundings especially on the female gender. Police work is commonly associated with men and is customarily seen as an employment suitable for men due to the need to exert strength on instances.

Masculinity exists in police forces and is seen as "a persistent and negative feature of police culture" which in turn impacts the "progression and representation within 22 policing" of the female gender (Silvestri, 2017, p. 292). This sense of masculinity provides a different experience of males and females within police forces and their respective policing. Changes in managerial, operational and gender equality laws within police forces can challenge the masculinity culture (Brown, 2007).

Canteen Culture is a circumstance mostly found in police forces which often gives way to incidents where discriminatory feelings or acts are performed. These are usually carried out by male police officers towards female officers. Canteen culture is also known as a police force subculture. Although many describe this culture as a "pervasive and potent influence on the behaviour of officers", there is no solid ground for this situation (Waddington, 1999). Instead, Waddington (1999) describes it as actions that take place when male officers are not on their actual line of duty, performing or demonstrating these acts and actions "before an audience of their peers" (p. 300). Kiely and Peek (2002) argue that young police officers and police recruits can be taught these "tarnishing values" when they spend their learning or working time with seasoned officers who see nothing wrong in the canteen culture (p. 170).

Another way to pass it on is by storytelling, both whilst on duty and even off duty hours when socialising such as "in police canteens, away from the action" as declared by Waddington (as cited in Van Hulst, 2013) when sharing them as stories or experiences (p. 627). Officers who still believe in the canteen culture think that their female colleagues are weaker and so they will express their feelings openly when they choose not to work with them and say outright that they prefer a male partner.

A police force that has police officers who still embrace canteen culture will be hindered in its progress to achieve diversity and gender equality and this type of culture can be the culprit for instances of discrimination (Angiolini, 2020). If 23 male police officers persist to tolerate this type of culture and treat their colleagues within the organisation like this, "the likelihood is that you will also treat people outside the organisation badly" (Angiolini, 2020, p. 9).

Strong, ambitious and/or weak character; Every character is constituted of its strengths, attributes and traits. These traits include various factors such as self-control, social intelligence, optimism, zest, curiosity, and gratitude. Characters are defined in different ways such as a strong character that will easily control his/her happiness and how they see things, whilst a weak character will leave the shaping of his/her character in other people's hands and thus will live an inferior life accompanied by the same type of feelings.

A person with a strong character is perceived to be a reliable person, often found to be strong and honest. People with a strong character have several positive traits: often strong headed, hard workers, open to new opportunities, challenges and changes, working hard to achieve results and endure failure without giving up. A weak character might look the same as a strong one from the outside because a person can be sociable and likeable as well as intellectual and entertaining, but Mead's (2021) theory states that they will be unwilling to new changes and opportunities, have their feelings and lifestyle influenced by others as well as giving up easily when they fail, they will be defined as a person of weak character. Dalal et al. (2015) defined personality strengths into two, "personality traits" and "personality strengths" and with the help of these differences comes up with the definition of a "strong personality" and a "weak personality". (p. 270). Different kinds of characters can either help or disrupt one's career as well as their workplaces. (Chamorro-Premuzic, 2017).

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Il-presepju [The Crib]

Cyril Butters

Time is going past so fast without any intention to stop and wait for nobody, turning all events to just memories. Once again we are approaching that particular time of the year, that for all mankind we call the festive season, during which we start to prepare things to celebrate with family and friends, in other words talking about the wonderful Christmas time and the things that it brings with it. For me and many others, this time puts us in the mood to build all sort of nativity replicas which we call it IL-PRESEPU.



This takes us back to many years in the making, when the first replica of the birth of our Lord was made in Greccio by St Francis of Assisi, and from then on, all kind of replicas were made, everyone with his own ideas, style and culture. All over the world you can see this story unfold in everyone's idea using their culture in their own imagination. In Malta this was no exception. It saw its beginnings with the Christian doctrine teaching (Muzew) which was pioneered way back then by Dun Gorg Preca, today our first Saint Gorg Preca.

His teaching started to gather youths all around Malta and open homes and started teaching all sort of teaching related to keep going the religious culture.

Coming to this, way back in 1986 a group of nativity enthusiasts (*presepisti*) started meeting up to start a group which was named GHAQDA HBIEB TAL PRESEPU (Malta) – Friends of the Crib and which I am proud to form part of, as well as another group at our sister island Gozo.

Both groups, every year start giving lectures and seminars about the building of the so-called crib "*Il-Presepju*", using all recycled material such as polystyrene (Jablo), card board, wood, papier-mâché, and all imaginative material. Now a days one can easily find all sorts of material to work with, as well as all sorts of tools, which can also be created oneself.

The procedure is simple: one starts with the size of the nativity figurines (*pasturi*); then one imagines what it would look like when finished; sketch it up, build it and let it dry. Creating texture as close to natural as possible, this can be achieved by using simple raw materials, such as saw dust given the colour needed to use as soil and green grass, gesso and sea sand. If the *Presepju* is made in summer it can dry more quickly.

Once the structure is built, then the painting phase starts, trying to keep everything as natural as possible, using acrylic paint, then comes the lighting and accessories such as wooden doors and windows, miniature fruits and vegetables, trees like palms and other shrubs and above all lots of sheep.

Last but not least, the nativity figurines "*Il-Pasturi*" are placed in the crib to make it come alive and it is put in a prominent place to be enjoyed by family and friends.



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Your Union

Marlon Hili

In October, I was chosen to succeed Mr. Alexander Schembri as President of the Union, who held this role since 2018. I have no hesitation about sharing my immense privilege of succeeding such a successful President, under whose leadership the Union underwent a radical transformation of its operations together with full re-branding to become the 7th largest Union in Malta. I took on this position with considerable passion and drive to continue defending our members both domestically and overseas. In the term of my presidency, I asked the magazine's editor to grant me a slot so I could start writing about the current affairs in the union and the Police Force.

For the sake of this article, I'll concentrate on my participation in the EuroCOP Committee meeting that took place in beautiful and sunny Torremolinos, Spain, from November 8 to November 10, 2022.

What is EuroCOP?

The European Confederation of Police (EuroCOP) is the umbrella organization for police unions and staff organizations in Europe. Based in Luxembourg, represent the interests of police officers across the whole of the European landscape.

EuroCOP is tackling issues from police cooperation across borders to a safer working environment for police officers on the street. EuroCOP is determined to contribute to European policy debates and provide added value by giving a practitioner's perspective. EuroCOP is the only Police representative body that is a member of the European Trade Union Confederation (ETUC) and the European Trade Union Federation (ETUF). EuroCOP also has participation rights in the Council of Europe.

Mr. Jonne Rinne, who is also the President of the Finish Police Association, SPJL, was elected as the next president of EuroCOP during this meeting and after an unanimous vote, succeeding Mr. Calumm Steele, who will entirely retire from his policing job earlier next year.

In addition to congratulating and thanking Mr. Steel, who throughout his tenure provided invaluable assistance to our union and members, on behalf of the committee and all of its members, we extend a warm welcome to Mr. Rinne and look forward to cooperating with him for the benefit of all of our members.

What is MPU's Relation with EuroCOP?

MPU not only attends, but also actively participates in EuroCOP meetings, and it is because of these meetings that we have been able to gain the respect of the EuroCOP Committee and all of its members.

As a result of this relationship, in April 2022, then-President Calumm Steele and Head of Office Nigel Dennis following an invitation from MPU; traveled to Malta where they both had talks with Police Commissioner Angelo Gafa and then-recently appointed Permanent Secretary for the Ministry of Home Affairs, Security, Reforms and Equality Mr. Emmanuel Psaila.

EuroCOP also supported MPU when during the same period the union filed a court case in First Hall, Civil Courts Constitutional Jurisdiction In order to obtain complete collective bargaining and action rights and the EU Charter of Fundamental Rights, committee members with the help of Dr. David Bonello.

The Union's goal is to constantly work to develop relations with EuroCOP and all of its members in order to have a more strong voice outside of our islands.



Why are these meetings held?

Being a part of this large group consisting of more than 30 unions, which together represent approximately 230,000 officers, can help us gain a better understanding of the issues that all of us encounter on a daily basis. These meetings, which are held twice a year (in the spring and the Autumn), are typically used to discuss a variety of issues faced by officers within their respective police forces across Europe.

In this specific meeting, we mostly discussed the growing concern over threats and acts of violence against police officers as well as the appropriate penalties for the offenders.

These meetings have made it clear to me that regardless of a country's population, size, or location within Europe as a whole, common problems exist across all of the topics we cover.

Let's face it, there are moments when we have a propensity to think that our difficulties are unique and that everyone else is better than us and is living happily ever after. In no way is that the case!!!

But can these assaults be avoided?

Miracles are impossible, and sadly, these kinds of instances will never stop. However, we can all put in a lot of effort to try and reduce these kinds of situations as much as we can.

All of us tried during this discussion to give various suggestions for what the respective force administrations, local governments, and also us as a union, might do.

All agreed that while the nature of the job and the low pay do not help, the rise in attacks and the impunity for these acts may also be a factor in why Civilians may decide against joining a police force.

"Why should I choose a job that will enhance the likelihood that I will suffer significant injuries or worse, lose my life, with an aggressor who most likely will just receive a pitiful punishment, a role neglected by your own local government, and to further worsen the injury, a miserable salary?"

Let's be clear: This is not a quote I have invented or taken from a book or magazine, but rather the surprising outcome of a team activity that took place during the same meeting but in which the teams were completely isolated from one another and had no opportunity to hear what the other teams were saying.

The Maltese representatives, who included our friends and colleagues from the Police Officers Union, spoke highly of how the introduction of Body Worn Cameras during the previous year resulted in a 35% decrease in attacks and aggressive behavior. We all agreed that while these tools are and must be mandatory in our line of duty, their footages must also be used by our respective administrations to campaign against this kind of accidents and any false accusations that are all too common. It was satisfying to see that the majority of the countries that are already using such tools acknowledged and agreed with most of our thoughts and statements.

During the summit, the courts and justice systems in every country in Europe were one of the most actively debated—and, I must add, contentious—topics. The lack of punishment after the aggressor was sentenced turned out to be another common issue. ***"It's as if you're urging them to go back out there and repeat it..."*** Said one participant.. ***"How do a police officer and a judge differ from one another?"***, said another participant. So, the question of why and what is the local government delaying before changing the relevant laws to impose heavier punishments was raised.

Do we really need to extend such a basic and obvious (not for many) issue in front of the European Platforms?

Conclusion

Although we are aware of the nature of our work, as a union we have always been front-runners and outspoken in calling for harsher sentences for aggressors. We cannot tolerate, however, that our voices continue to be disregarded and will work tirelessly until harsher sentences are implemented into our legal systems that protect our members' health and safety.

Police officers are humans; this statement may not be as obvious to some as it should be.

On behalf of myself and the Executive Committee I wish you all a wonderful Christmas and a prosperous new year.



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Meetings Update

On the 10th November 2022, the Secretary Mr. Neville Mercieca and Union consultant Mr. Gaetano Vella attended a meeting called 'DIALOGU' where the major Unions were invited by the Principal Permanent Secretary and other Senior Government Officials to have a meaningful discussion on various matters related to workers rights and future collective/sectoral agreements.

Since the past issue of this Magazine, the Union held One (1) Extraordinary General Conference where various articles of the Statute which mostly related to the MPU office and its staff were amended, four (4) Executive Committee meetings with several items on the agenda including the registered trade disputes and the upcoming Sectoral Agreement where the Union already set up a negotiation team who will be responsible to hold the negotiations on behalf of the Executive Committee.



DOI - Photo - Clodagh O'Neill

In this period, the Union also had three (3) very positive and important meeting with the Commissioner of Police. During these meetings, the Union highlighted and gave an ample background about the registered disputes and together we are trying to find a solution which is satisfactory to all parts, also understanding that Rome was not built in a day. However, those matters which can be amended immediately to continue to improve the working conditions of our members are being tackled by the Administration during discussions.

There have also been two (2) shop stewards meetings where the discussion focused on the operational side of the Union and how we can improve our communication with our members, and also how to make our procedures easier for our members to make use of our services more often.

Currently we are also having meetings with the Service providers of MyMPU app to have a general update, making it more user friendly.

The Union also held a meeting with the Hon. Ivan Castillo MP together with the Hon. Graziella Attard Previ MP and the Hon. Darren Carabott at the Parliament Building to discuss various matters, including on how to improve the Industrial Relations Act so that members of the Police Force, may truly benefit from the 2015 amendments which allowed for same to join a Trade Union of their Choice.

The Union also attended at the Academy for Disciplined Forced to deliver a session on workers' rights and to give an overview about the Union, what we do and the various services we offer.



Welcoming Jonne Rinne as the new President of EuroCOP



Jonne Rinne, Chair of the Finnish Police Union SPJL, has been elected President of EuroCOP (European Confederation of Police), the central organisation of European police unions.

Jonne was elected on the 9th November 2022 at the autumn EuroCOP conference in Spain, taking over from Calum Steele. The presidential term is of two years.

Jonne said he was "humbled and proud" that he had been elected President despite representing a small member country, and that he wanted to make a real contribution to the EuroCOP community.

Jonne said: "The world is changing rapidly, and in this situation, it is necessary that internal security professionals across Europe share information and cooperate. Many of the issues that we have highlighted in Finland in recent years, such as online targeting and increasing gang violence, have come to SPJL's attention through EuroCOP.

"Decisions are made in Brussels that affect the working conditions and the job security of the police. That's why it's important that we're taking the voice of security professionals to where decisions are made."

Jonne has been a police officer since 2002 and has been the Chair of SPJL and a committee member of EuroCOP for five years.

He said his ambition was to grow the organisation, especially as Europe was facing many crises. He said: "It's no secret I want to see more unions take part in EuroCOP, more members from all European countries.

"There is now war in Europe. We are protecting the security of Europeans and protecting democracy, so we need to cooperate with each other. The safety and environment of our security is changing, and the police are the frontline."

EuroCOP believes that the whole is more than the sum of its parts. Jonne shares this idea and strives to lead the organisation in such a way that police unions from countries that are outside EuroCOP are included. He added that, through Nordiska Polisförbundet (NPF), the Nordic police unions have a long tradition of cooperation, and Jonne wants to bring this culture to EuroCOP.



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The Police Inspector. Is it too much for District ones?

Reflections received through time.

Let us start by saying something which is hardly ever said, and which might contrast with the following arguments; The rank of Inspector is very intriguing, interesting, exciting and rewarding, if only Police inspectors do the work of Inspectors.

In reality it can be quite realistic by stating that Inspectors are around 75% prosecutors and 25% investigators. This is not bad if one is assigned at an investigative branch. However, we hereby refer to the divisional Inspectors whose job is meant to focus mainly on Policing the area assigned. This is hardly ever affected and is completely missing from the overloaded and stressful schedule an Inspector has.

The rank of Police inspector causes a hell of a lot of stress, so much so, that an increasing number of Inspectors are asking for professional assistance.

Court (with all due respect) is surely one of the biggest stressors. Inspectors are looked down to by all the legal institution, due to lack of qualification in law. The majority of newly appointed Inspectors will have to succumb to intimidation and scolding from the system until they grasp the whole thing, which is not a joke. Court is maybe the biggest challenge to new Inspectors due to several aspects which include new culture, new language, new ways of communication, new rules, new people, new hierarchy and mostly the total submission to the Court orders and duties which are taxing on the Force.

On this note, new Inspectors should be properly mentored in a proper way to get accustomed to new role and Court duties. A considerable introductory period is to be given for novice inspectors, so as to engage with the system. This in the light that upon being promoted, Inspectors are also made to attend to a part-time Course at University which is also a huge challenge, especially to the officers who have been away from formal education at a certain level for years. This without mentioning that the course is held after hours (from free time).

A safe system of work shall be introduced, whereby Inspectors would be introduced to the filing system within the force, what they are expected to do at the office and how to manage the daily duties. They need to be given a standard toolbox system which informs them of the tools they are ought to be given upon engagement and how to use them. This includes a set of templates, a printed version of chapters of Law which are commonly used (such as Chapter 9), hardware and software, ergonomics, proper lighting, briefcase, laptop, desk, furniture and all. As we all know, but fail to admit, there might be an operational difference between Inspectors stationed at branches as compared to those at Districts.

Without making this feel as if it someone's fault, in branches, Inspectors have their own team of people, many at times hand-picked by the, who can help out in the running of the office, as well as investigations. Inspectors are mostly relieved from issuing summons, delivering summons and all. This apart from several other difficulties faced by divisional Inspectors during investigations who have to assign duties to the officers present at the actual shift, who would be able to follow up only in four days' time. This creates huge problems in the proper continuity of investigations.

Inspectors at the districts are expected to investigate all type of crime that occurs in their duty shifts, and assist others sections in Major investigations. But who is performing the proper management of the district? No one obviously. That seems to be a secondary job.

There is a myriad of different tasks that a Police Inspector at a district is expected to perform like; Court duties, District sittings, Filing Inquiries, Investigations, Interrogations, Management of the Police Station, Patrolling, Supervision/ Discipline, Meetings, Policing NPS supervision, Reporting, Datasheets, Monthly returns and more.

Adding insult to injury District Inspectors, like their colleagues at District level are not given the SDA allowances. The morale is constantly lowered down without room for positivity. So what can be done?

There are several initiatives that can be done at administrative level that can better the lives of the Inspectors. District Inspectors should be assigned a PA. All districts shall have the facilities and equipment to view CCTV footage together with easy access to audio visual facilities for statements taking.

There is a dire need to have a liaison officer between the Law Courts Management and the Police Force. Someone who shall effectively discuss and push initiatives that affect the Force. At present, The Force is not properly consulted and given a say in major changes proposed by the Court Management which will affect the day-to-day duties of the Police. An example is that the management decided that in order to address the back log of cases caused by the pandemic, the Courts shall work after normal hours. This to the detriment of police Inspector as even office staff, would not be available.

The reassignment of Magistrates duties. A successful model is that of the Drugs squad, where two Magistrates are assigned with the cases of the squad. The Magistrates in question would organise regular sittings twice a week where all the compilation cases would be heard at one go. This allows better planning, time management, sharing of the burden, effectiveness, and efficacy.

There was a decision regarding the transfer of the CRO office as a whole from the Police Force to the Courts. Why are we still lingering? This would facilitate the Proceeding of Court.

There had been a White Paper which addressed the summoning of accused persons, which proposed that the accused would be served with the charge sheet and informed about the case only once, and need not be served with summons each time for every sitting. This in the light that

some cases procrastinate due to the fact that accused persons are not found. Such situations tend to put a lot of useless stress on the officers, who would have to face the Judiciary with explanations. The White paper never materialized.

In order for the prosecution to prove recidivism, it has become a nightmare. The officers first request a Conviction sheet (in writing), after which a request is sent. After that the officer would need to get them signed at the proper Magistrates Halls and then exhibited in Court. That's not all, as the Court Registrar needs to be notified and testify to the veracity. All this for a Court Document to be presented to the same Court. A suggestion would be that the onus of proof limited to recidivism would be switched to the accused. That way, the prosecution would only exhibit the Conviction sheet, which could be challenged by the defence council.

There has also been a Decision on Prosecutions of certain Cases by the office of the Attorney General. Seems that this situation is worse than before as Inspectors are made to assist and accompany the Attorney General's advocates throughout the procedures. Why are we still doing this? Why can't the AG prosecute alone?

Another issue is that of an office at the Law Courts. All entities have their private space at the Law Court Building but the Police, Lawyers, Media, AG, CCF etc. This can be a place where one can unwind and relax. A place where one can have access to internet/ Intranet, and be able to work from the proper laptop. A place to meet fellow colleagues and enjoy a coffee or quick break, whilst being able to print some papers or formulate requests.

Let's enter into discussions to push forth a total overhaul of the Criminal Justice system and the archaic Compilation of evidence system which is causing so much harm to our image and distress to the victims.

Why should all inspectors be burdened with stress by the system? Why should an Inspector have to attend Court during his/her off duty, after all, there are no sittings on Weekends when the Inspector might be working.

Let's start to facilitate Inspectors' lives and improve their mental Health which is deteriorating. This will automatically have a positive effect on all other areas where a Police Inspector is involved. This also includes a proper and decent pay.

The Role of Parents in child's development

Silvan Magro – Play Therapist

The role of the Parent and caregivers make sure children are healthy and safe, equip them with the skills and resources to succeed as adults, and transmit basic cultural values to them. As parents and caregivers need to offer their children love, acceptance, appreciation, encouragement, and guidance. They provide the most intimate context for the nurturing and protection of children as they develop their personalities and identities and as they mature physically, cognitively, emotionally, and socially.

Babies whose needs are met quickly and warmly; normally this is done through feeding, changing, holding/cradling, and soothing them, achieve a crucial developmental task named attachment. This bond of affection between parents and children is necessary for a healthy parent-child relationship, and extends to relationships between children, their siblings, and other family members and caregivers. When infants attach successfully to their parents and caregivers, they learn to trust that the outside world is a welcoming place and are more likely to explore and interact with their environment. This lays the groundwork for further social, emotional, and cognitive development.

Research has found that relationships between parents and caregivers and youth that;

- Are warm, open, and communicative.
- Include appropriate limits, and
- Provide reasoning for rules for behaviour

are associated with higher self-esteem, better performance in school, and fewer negative outcomes such as depression or drug use in children and teenagers.

As children reach adolescence, parents and caregivers face a whole new set of tasks that require new approaches to deal with the changing needs of children. Children are changing on a physical as well as cognitive and social basis. Parents and caregivers must prepare for the upcoming changes in the parent-child relationship; teens will begin to detach to a greater degree from existing family bonds and focus more on their peers and the outside world. This quest for greater independence and autonomy is a natural part of the developmental process in adolescence. Parents and caregivers must find the delicate balance between maintaining the familial bond and allowing teens increasing autonomy as they mature. Teenagers who feel connected to yet not constrained by their families tend to flourish. Research has found that parents and caregivers that maintain a warm, communicative, and reasoned style of parenting raise teenagers who have higher rates of socially competent behaviour, take fewer drugs, and exhibit less anxiety or depression.

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DIGITAL INVESTIGATIONS and CONSUMERS' WELL-BEING

The Malta Competition and Consumer Affairs Authority (MCCAA) is focused on facilitating ecosystem targeting consumer wellbeing and fair and reasonable commercial practices to achieve well-functioning markets that place consumer protection at the centre of the economy.

Recently the Authority established a Digital Investigations Unit which supports entities in its organisation throughout digital investigations processes.

The Unit uses advanced technology such as data harvesting to identify unsafe products on the market and unfair commercial practices. Since February 2022 over 1250 online checks have been conducted. Most of the operators positively respond to MCCAA requests to take immediate action and a systematic approach is adopted to seek further action whenever additional assistance is required to regularise a situation.

Liaison with established networks such as the e-enforcement group within the Consumer Protection Cooperation Network and the cybercrime unit within the Malta Police Force was established. Strong networking with European Counterparts led to five enforcement requests which include evidence gathering on eCommerce sites to ensure effective action at an EU level. The unit trained thirty-five officers of the MCCAA in enforcement skills through a recognised award. All procedures have been

documented and the processes were independently audited by the British Standards Institute resulting in an internationally recognised certification of ISO9001:2015.

An informed consumer is an empowered consumer. A national information campaign is being launched with a view to provide unbiased information to both consumer and economic operators on the digital sphere.

More and more sellers are recognising that giving good customer service enhances loyalty of the consumer towards the brand. Consumers who buy online are invited to check that they have details of how to make returns or place complaints with the seller before they conclude a purchase. The Office for Consumer Affairs is there to support with advice and conciliation and is now stronger with the support of a dedicated digital investigations unit.

The communication was co-funded by the European Union's Consumer Programme (2014-2020)

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Din l-informazzjoni giet ipprovduta mill-Uffiċċju għall-Affarijiet tal-Konsumatur fi hdan l-Awtorita' ta' Malta għall-Kompetizzjoni u l-Affarijiet tal-Konsumatur.



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Internship with the Union



My name is Hugo, I'm from Braga-Portugal, I'm a student at the secondary school of barcelinhos located in Barcelos in the professional course of Technician in Management Informatics and on the 7th of October I came to Malta to participate in a mandatory internship (training in the context of work) in the "Malta Police Union" which will end on the 26th of November.

My name is Diogo, I'm from Braga Portugal, I study at Barcelinhos Secondary School in the Management Computer Technician course, I came to Malta on the 7th of October to carry out a training in the context of work at the Malta Police Union and I return to Portugal on the 26th. November

My name is Simão Oliveira, I'm 17 years old and I'm in the Technical Computer Management course at the Barcelinhos Secondary School. On the 7th of October we arrived in Malta, a new country with a totally different culture where we participated in a work-based training at the Malta police union where we returned on the 26th of November. We really enjoyed the experience and thank you for having accepted us.

The Malta Police Union welcomes these three students from Portugal from the 7th October till the 26th November 2022 for an internship. These students experienced clerical/administrative work and also conducted software update, programming and updating databases.

The Union thanks these students and wish them all the best for their future.



IMPORTANT

Please note that **ALL DISPUTES** have been resolved and **ALL DIRECTIVES WITHDRAWN**

as on 18.11.2022

Fitness Corner; The Inverted Rows

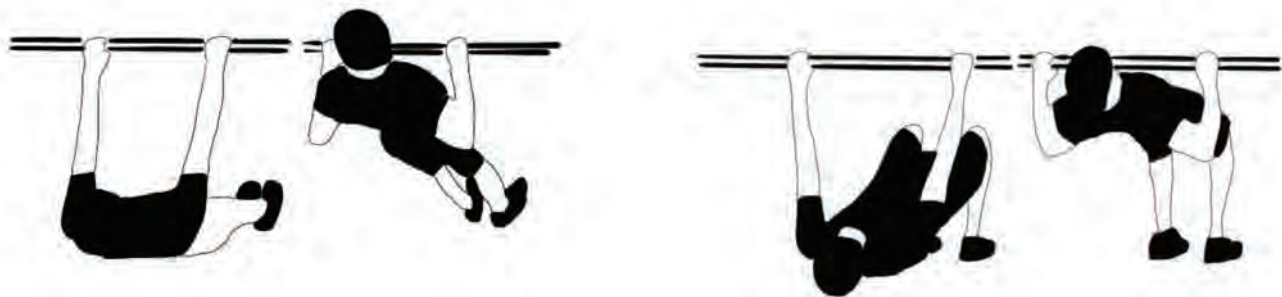
Darren Bezzina

Just like the pushup is the bodyweight exercise that will work mainly your chest muscles, the inverted row is the bodyweight exercise for your back muscles as it will work the trapezius, rhomboids, deltoids, and rotator cuff muscles. Not only that, but the inverted row also challenges your core muscles since your body needs to remain straight throughout the duration of the exercise.

To perform an inverted row:

Grab a bar with an overhand grip (palms facing forward), shoulder-width apart, and let your upper body hang, forming a straight line from head to ankles. If a bar is not available, you can grab a strong wooden dowel and put it on two sturdy chairs.

Next, pull your chest towards the bar by bending your arms. During the whole movement, your body should stay in a straight line, with the core contracted. Keep your wrists as straight as possible. Pause slightly when the chest is close to the bar and then return to starting position.



If you cannot keep the wrists or the body straight during the movement, or finding it hard to perform the exercise, bend your knees, this will reduce the amount of bodyweight you have to lift. With practice, if you find the exercise easier, start extending the legs out.

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Curried Cauliflower Soup

Method

Heat the oven to 200 Deg. Celcius.

Seperate the cauliflower head into small florets.

Drizzle 1/2 of the cauliflower with 1 tablespoon of olive oil, and season with 1 teaspoon of the fennel seeds and sald and pepper.

Place in a roasting dish and set aside.

Heat the remaining 1 tablespoon of oil in a large pot, adding the chopped onion and the remaining 1 teaspoon of fennel seeds. Cook for 3-4 minutes until the onion has softened. Add in the remaining cauliflower and lentils to the pan. Stir in the curry paste and add in 1 litre of water. Bring to the boil, then reduce the heat and simmer gently for 25 minutes, until cauliflower is tender and lentils are cooked.

In the meantime, place the roasting dish with cauliflower into the oven and roast for 20 minutes, until browned.

Once the soup is cooked, blitz it with a hand blender until smooth and creamy. To serve, divide the soup between bowls and top with the roasted cauliflower..

Ingredients

- 1 yellow onion chopped
- 1 cauliflower head
- 2 tsp. fennel seeds
- 2 cup (190g) red lentils (dry)
- 3 tbsp. yellow curry paste
- 2 tbsp. olive oil
- salt & pepper to taste

Prep Time

- Serves: 4
- Prep: 10 mins
- Cook: 25 mins

Nutrition per Serving

- 296 Kcal
- 8g Fats
- 44g Carbs
- 15g Protein



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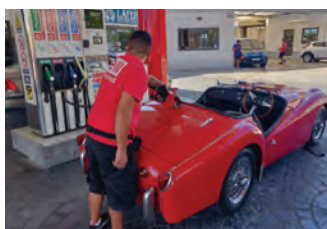
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International Police Association – Malta Section

Joseph Borda - President

On 30th June 2022, the IPA Malta Section held elections for new committee members. The Committee for the years 2022 – 2027 has been formed as follows:

National President	Joseph Borda
Vice President & Treasurer	Janet Zammit
Secretary General	Patrick Cassar
Member	Christopher Cutajar
Member	Lino Agius
Member	Ivan Brincat
Member	William Grech



65th IPA World Congress, Spain

The 65th IPA World Congress was held in Lloret de Mar, Spain from the 4th till the 9th of October 2022.

Malta Section was represented by the National President Joseph Borda. During the congress, various motions were discussed among them were the following: Official Language to be used, New IPA Logos, Legal Advice, Expulsion of Russia Section, IPA Games and Albania. 300 members from 80 countries participated. The World Congress for 2023 is being held in Greece.

The President and National Committee would like to wish all the IPA Members and their families, a Merry Christmas, and a Happy New Year!

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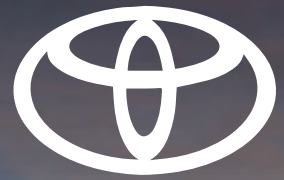


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