

Public Order

Macao is a peaceful, safe city with a much lower crime rate than many other cities around the world. Its citizens are well housed and adequately paid for their work. Taking into account the social situation and crime trends, the Government's security authorities adjust, deploy and execute relevant measures to effectively combat and prevent crime, safeguard the security of residents and their property, and maintain social stability and peace in accordance with the policy guidelines.

Unitary Police Service

The Unitary Police Service is responsible for commanding and leading operations by the Public Security Police and the Judiciary Police. It was formed as part of Macao's internal security system following the establishment of the MSAR Government, and became operational in October 2001. The Unitary Police Service plans and advises on operations. It is in charge of planning, coordinating and monitoring the operations of Macao's civil protection system.

Along with Law no. 11/2020 – “The Civil Protection Law” coming into effect, to more effectively fulfil the Unitary Police Service's civil protection duties, and implement the Government policy of smart policing, the Unitary Police Service conducted organisational adjustments in 2021. Based on the existing organisational structure, the Department of Study, Planning and Coordination of Civil Protection Operations was newly added; with a subordinate Civil Protection Planning Affairs Division and the Division for Coordination of Emergency Civil Protection Operations. The changes led to clearer, better defined responsibilities and allocation of duties.

The Unitary Police Service now comprises seven subsidiary units: the Office of the Commissioner General, the Intelligence Analysis Centre, the Operations Planning Centre, the Administration and Finance Department, the Computer and Information Technology Unit and the Information and Public Relations Office.

Pandemic Prevention and Control

In 2021, confirmed cases of COVID-19 were found in Macao. In accordance with the stipulations of the Civil Protection Law, the Chief Executive announced that Macao had entered the state of immediate prevention and the civil protection mechanism was activated to give prompt response measures for security, and pandemic prevention and control. The Unitary Police Service fully aligned with the Government's pandemic prevention strategy and actively supported the Novel Coronavirus Response and Coordination Centre. During the period of pandemic prevention and control, Macao was hit by Tropical Storm Lionrock and Tropical Storm Kompasu, and the Civil Protection Action Centre had to face simultaneous challenges arising from public health issues and potential natural disasters.

In March, the Unitary Police Service jointly conducted a drill for region-specific and multi-level disease prevention and control with the Novel Coronavirus Response and Coordination Centre. This was to strengthen the communication and synergy between each department while working on pandemic prevention and control, educate residents regarding prevention and control plans, and better facilitate the MSAR Government's disease prevention measures.

Disaster Prevention and Mitigation

The Unitary Police Service conducts the “Crystal Fish” typhoon drill before typhoon season each year. For the drill in 2021, an evacuation plan for storm surge in low-lying areas was added, to replace the traditional operation mode involving paper and offline records with a digitalised workflow, assist the execution of the department’s daily inspection and evacuation work, and enhance working efficiency. After the drill, the evacuation system was officially launched in the third quarter of 2021.

The Unitary Police Services and other organisations established the mechanism for communications regarding civil protection in the community, in order to notify all levels of society regarding the latest disaster prevention information. In 2021, the Unitary Police Services started organising public recruitment of civil protection volunteers, in order to establish cooperative relationships between the community forces and the Government, and continue raising Macao’s effectiveness in preventing and responding to major disasters.

To raise students’ awareness regarding civil protection duties, the Unitary Police Services and the Education and Youth Development Bureau jointly organised a visit - “Getting to know civil protection outside school”. This aimed to increase students’ awareness of the civil protection system and upgrade their understanding of safety and capacity for self-rescue. The Unitary Police Services and the Education and Youth Development Bureau also organised the exercises on “suspicious school intruders”, in order to strengthen the capacity of teachers and students to respond to emergencies.

Planning Operations

Regarding rectifying the public order environment, the Unitary Police Services plans large-scale joint police operations on a regular basis. These include a series of measures to prevent and fight crimes, such as the Winter Precaution Operations and Thunderbolt Operations jointly organised between Guangdong, Hong Kong and Macao, to continuously stabilise the public order of society. The Unitary Police Services is responsible for the coordination between the Macao Customs, the Public Security Police and the Judiciary Police in co-executing and jointly combating illegal immigration. It also coordinates each police unit and correctional services department, to combat and govern drug-related issues.

To ensure major festivals, public holidays, and large-scale events are held without incidents, the Unitary Police Service collects advance information from various sources, in order to analyse and evaluate potential risks, and advise relevant police units on implementing effective measures, thus maintaining public order and safety.

In response to the need for managing public order during major ceremonies and events held in Macao, the Unitary Police Service coordinated with Macao Customs Service, Public Security Police, Judiciary Police and Fire Services Bureau to operate the operations command centre, assisting various departments with instantly handling emergencies.

Strengthening the Police Force through Technology

To implement the administrative principle of strengthening the police force through technology, the Unitary Police Service continued constructing the Macao urban electronic surveillance system

(commonly known as “eye in the sky”). Prior to 2021, a total of 1,620 cameras were installed throughout Macao in four phases. In 2021, the fifth phase was launched, and it was planned that a total of 300 cameras would be installed on the original “eye in the sky” or related camera poles. The aim was to strengthen the camera installations in specific areas and upgrade the efficiency of adapting the system.

Regarding communications related to policing and reporting information, the Unitary Police Service continued implementing the three administrative principles of proactive policing, community policing and police public relations under the leadership of the Secretary for Security, to deepen public understanding of the duties and law enforcement rationale of the police through multichannel policing, dissemination of civil protection and pandemic prevention information, and enhanced community cooperation with the police in crime prevention, drills and security. Meanwhile, the Unitary Police Service also raised citizens’ awareness of self-protection and disaster relief through extensive publicity and education, and timely dissemination of information about the latest crime tactics, to enable the police and citizens to join forces to fight crime and tackle disasters.

In 2021, the Unitary Police Services launched a WeChat app, Safe Macao (beta version), in order to provide the convenience of a regularly used social app for residents and tourists to immediately obtain one-stop police information. Initially, the app mainly provided border and safety information.

Public Security Police Force

The Public Security Police Force is responsible for maintaining public order and social stability; preventing, investigating and combating crime; protecting public and private property; controlling illegal immigration; handling immigration; as well as controlling and monitoring vehicular and pedestrian traffic.

At the end of 2021, the Public Security Police Force comprised 6,355 staff, with 5,108 personnel in service, 1,247 vacancies and 436 clerical staff.

Operations and Communication Centre

The Operations and Communication Centre is under the Planning and Operations Department of the Public Security Police Force. All 999 emergency calls from residents are routed to the centre, which classifies them and deploys police officers to the scene and take action. The Operations and Communication Centre received 342,183 emergency calls during 2021.

The centre employs a network of traffic-monitoring systems, which allow officers to monitor traffic through images sent from cameras installed at three cross-harbour bridges in Macao, and implement timely management and regulatory actions.

The city-wide electronic surveillance system, “eye in the sky”, commenced operations on 15 September 2016. The surveillance cameras are positioned to cover the peripheral areas of border-crossing checkpoints, major roads and streets, traffic hubs, public security black spots, quiet areas and places with security risks. The system enables the staff of the Operations and Communication Centre to strengthen the police force through technology, ensure public security and safety and order and, especially, to prevent crimes and assist in criminal investigations.

Police Tactical Unit

The Police Tactical Unit was officially established in 1979, and currently has 678 team members. It includes six special units – the anti-riot team, VIP and important facility protection unit, special operations team, bomb-disposal team, police dog team, and inspection and security team. They are responsible for the safety of facilities, protecting important individuals, combating criminals – especially those using firearms, and taking action when there is serious violence, including should there be instances of sniper attacks and hostage-taking.

Crime Prevention Work

Through the communication mechanism for community policing and the communication mechanism for police schools, the Public Security Police conducted work such as visits, interviews, seminars and promotions with community organisations and schools, and maintained close relationships with community communication officers and school communication officers. These efforts served to understand the latest developments of the community and schools, conduct further analyses based on information received, and coordinate with frontline police units to formulate and adjust police strategies according to the prevailing situation.

Regarding youth policy, the Junior PSP Group, which is a uniformed youth group of the Public Security Police, has continuously organised events and training related to four domains: law popularisation, community engagement, career development, and physical and mental health. The group aims to foster correct values among the younger generation through peer influences.

Judiciary Police

The Judiciary Police is a criminal police authority with statutory duties to prevent and investigate crimes and provide assistance to the judiciary authority. It is specifically responsible for investigating crimes. According to Law No. 5/2006, the Judiciary Police has exclusive right to investigation of the following crimes: crimes in which the identity of the criminal is known, and lead to a sentence of more than three years imprisonment; drug-related crimes; passing counterfeit money and receipts; gang- or triad-related crimes; gambling-related crimes; using illegal substances in horse races or dog races; cybercrimes; money laundering; terrorism; crimes against national security; and crimes against public authority, and property damage.

The Judiciary Police comprises eight departments and 25 divisions, with specialties in criminal investigation, safeguarding national security, criminal forensics, technical and administrative support, and personnel training. Interpol Macao, China (Sub-bureau of the Chinese National Central Bureau of ICPO) is also incorporated within the Judiciary Police. Since October 2020, safeguarding national security came under the purview of the Judiciary Police. It also established departments of investigation and technology, such as the Department of Security, the Terrorism Crimes Early Warning and Investigation Division, and the Division of Cybersecurity, in order to persistently uphold the basic principle of “patriots governing Macao” and safeguard national security and the safety of Macao.

In 2021, there were 1,362 permanent staff positions in the Judiciary Police, with 1,273 serving

staff.

In 2021, the Judiciary Police opened 9,583 case files, of which 4,915 were designated for special criminal investigations and indictments, 4,915 were preliminary investigations and the remaining 1,998 were investigations that had been requested. During the year, 9,406 case investigations were completed, of which 5,026 were designated as special investigations, 2,044 were preliminary investigations and the remaining 2,336 were investigations that had been requested.

During 2021, investigations of criminal cases (cases designated as special investigations and indictments) included: three homicides, 50 arson cases, 98 extortion cases, 27 robberies, 407 thefts, 61 cases of narcotic drug trafficking, 13 cases of narcotic drug taking, 1 human trafficking case, 6 cases of prostitution exploitation, 21 cases of gang crimes and 14 cases of domestic violence. There were 1,372 gambling-related cases, including 71 loan-sharking cases and 27 cases involving infringement of freedom of movement arising from loan-sharking. Additional cases included 54 cases of passing counterfeit currency (including using counterfeit credit cards), 491 fraud cases (of which 89 were phone fraud cases, but excluding casino, computer and Internet fraud cases), and 1,676 cases of cybercrime.

In 2021, to continue supporting the overall pandemic prevention deployment by the Government and security related departments, the Judiciary Police activated a 24-hour crisis response mechanism, utilising its criminal investigation expertise and experience to help support surveying epidemiology; assist in confirming the travel records of confirmed cases and close contacts; investigate crimes that intentionally harm public safety, order and social stability during sudden public incidents, according to the law and disseminate the latest accurate information on the pandemic and promptly contradict false rumours through new media.

Crime Prevention

The Judiciary Police joined forces with the community to promote crime prevention. It cooperated with civilian-police cooperation organisations, such as the Crime Prevention Team for Residential Buildings, School Security Network and Crime Prevention Alliance for Women, to exchange public order information with communities and schools, and develop specific deployments to fight crime. Training programmes such as Community Security Youth Leaders and Junior Anti-Crime Pioneers are held annually to raise awareness of being law abiding among young people. It continued releasing the latest news on the police and reports on situations involving enacting the law via the internet and new media platforms, and realised three policing concepts while enacting the law.

Crisis Negotiation Mission

The Crisis Negotiation Unit of the Judiciary Police is designed to alleviate crises and disputes and minimise casualties and property losses by conducting negotiations.

In 2021, the Crisis Negotiation Unit handled 21 requests for crisis negotiations involving suicide attempts, all of which were satisfactorily resolved. The unit also handled 13 cases from other administrative authorities, to assist in clearing or vacating unlawful occupation of government land or structures.

Macao Public Security Forces

The Macao Public Security Forces (FSM) comprises the Public Security Forces Affairs Bureau, the Public Security Police Force, the Fire Service and the Academy of Public Security Forces. At the end of 2021, the FSM had a total of 7,626 staff members, with 6,616 disciplined services staff and Customs staff in FSM, and 1,010 clerical staff and other staff.

Public Security Forces Affairs Bureau (DSFSM)

The DSFSM is responsible for providing technical and administrative support concerning the law, human resources, logistics, financial management, communications, infrastructure, organisation and information, for Macao's public security forces. It also provides support in connection with planning, coordination and standardisation of procedures; explores and plans the overall IT development of the public security forces to enhance coordination of their information, data sharing and security system functions; and coordinates the operation of land border checkpoint buildings managed by the security forces.

In response to the COVID-19 pandemic, the DSFSM worked closely with Public Security Police Force and Health Bureau to swiftly deploy information technology staff to optimise and urgently modify the immigration system, and make adjustments to customs clearance equipment, to assist in performing border management duties.

Recruitment

Recruitment of police officers and fire service officers is under the central control of the DSFSM. The minimum academic entry requirement for police officers and Fire Service officers is senior high school level. Applicants must pass a full medical examination, a physical fitness test, a general knowledge test and a psychological skill test. After finishing the Training Programme for Public Security Cadets and passing the assessment, an eligible candidate can assume the position of a police officer or a fire service officer.

| Training Programmes for Public Security cadets | Number of Applicants | Number of Recruited Candidates | | | | Total | Date of Assumption |
|--|----------------------|--------------------------------|--------|----------------------|--------|-------|--------------------|
| | | Police Officer | | Fire Service Officer | | | |
| | | Male | Female | Male | Female | | |
| 29th | 2,510 | 78 | 39 | 47 | - | 164 | 18 May 2021 |
| 30th (note) | 3,843 | - | - | - | - | - | - |

Note: The recruitment planned to finish by the end of 2021 is still ongoing at the time of publication; for admissions was 110 (with 85 for the training programme for police officers and 25 for the training programme for fire service officers), qualified applicants would start engaging in relevant

programmes from 20 June 2022, and they would become police officers or fire service officers on 20 March 2023.

Also, clerical staff are recruited by the Public Security Forces Affairs Bureau (DSFSM). Successful applicants are allocated to various divisions of the Macao Public Security Forces (FSM).

Enquiries and Complaints

In 2021, the DSFSM received 154 cases: 25 complaints, 12 suggestions and opinions, 111 enquiries, two crime reports, and four cases that were irrelevant to the FSM. Of the 25 complaints, nine concerned officers and staff, four concerned equipment and facilities, four concerned transport, three concerned procedures, one concerned the environment, one concerned public health and three concerned other matters.

Disciplinary Cases

The FSM requires rigorous disciplinary compliance from all its officers. According to information provided by the FSM, during 2021, investigations were completed regarding 214 disciplinary cases involving 255 people, 228 of whom were in the Public Security Police, 22 in the Fire Service, two in the DSFSM and three in the Academy of Macao Public Security Forces. Most disciplinary actions were in response to minor offences. However, 19 Public Security Police officers and six Fire Service officers were disciplined for criminal offences.

Fire Services Bureau

The core functions of the Fire Services Bureau are to assist in cases of fire, flooding, building collapses, and other situations threatening life and property. It takes measures to prevent fires and provides assistance in emergency cases involving illness or danger. The Fire Services Bureau also participates in civil protection and emergency management.

At the end of 2021, the Fire Services Bureau had a staffing level of 1,589 posts, with 1,454 serving personnel and 135 vacancies. It has nine fire stations on the Macao peninsula, Taipa and Coloane islands: the Fire Services Bureau Headquarters and Sai Van Lake Station, Central Station, Areia Preta Station, Hong Kong-Zhuhai-Macao Bridge Station, Taipa Island Station, and Coloane Island Station, Hengqin Island Station, and two stations at Macau International Airport.

The Fire Services Bureau responded to 45,554 incidents during 2021.

Appliances and Equipment

The Fire Services Bureau currently has 172 fire vehicles, including 25 with large water pumps, eight with 18-metre and 20-metre aerial ladder pumps, 10 ladder platforms, 12 rescue units, three tenders equipped for high rescues, four rescue cushion tenders, one demolition machine, four dangerous goods and chemicals vehicles, 30 fire/ambulance motorcycles, 56 ambulances and 19 support vehicles.

Fire Fighting

In 2021, the Fire Services Bureau handled 17 No. 2 alarm fires, 614 No. 1 alarm fires, and 221 miscellaneous fires. Classified by cause, 183 fire incidents were due to unattended cooking, 68 were the result of electrical short circuits, 139 were accidental false alarms, 125 were due to suspected cases of kindling left behind by negligent people, three were due to suspected arson, five were unusual cases and the remaining 329 were due to other causes. During the year, 36 people were injured in fires.

Other Emergency and Special Services

The Fire Services Bureau provides other accident, emergency and special services, such as handling gas leaks, emergency opening of doors and the rescue of people trapped in malfunctioning lifts, and suicide attempts. It assists the injured in industrial and traffic accidents, removes fallen objects, cleans roads, and deals with collapsed buildings or fallen trees, landslides and flooding. When needed, it also provides emergency and special services to Macau International Airport. In 2021, the Fire Services Bureau handled 5,765 emergency and special service calls concerning above-mentioned incidents.

Ambulance Service

The Fire Services Bureau is also responsible for all emergency assistance work in Macao. Its emergency ambulance team comprises 1,267 paramedics. In 2021, the Fire Services Bureau responded to 39,113 emergency requests for ambulances, and dispatched ambulances on 42,778 occasions.

Fire Prevention

The design of all new buildings in Macao and fire-prevention equipment are regulated by Articles 2 and 3 of Decree-Law No.24/95/M. Advice on improvements to fire-prevention facilities for older buildings is given on a case-by-case basis. In addition, the Fire Services Bureau examines and monitors fire-prevention measures in shopping malls, factories, catering establishments, and various recreational and entertainment venues, and submits the inspection results and proposals to the authorities for follow-up actions. In 2021, the Fire Services Bureau examined 5,221 construction plans, conducted 1,506 site inspections, performed 2,226 fire-fighting-equipment tests and undertook 8,771 fire-prevention and safety patrols. It handled 549 complaints and appeals, and awarded 184 quality certificates for fire-prevention and fire-fighting equipment.

Academy of Macao Public Security Forces

Founded in 4 July 1988, the Academy of Macao Public Security Forces is a tertiary educational institute under the Secretary for Security.

The Academy of Macao Public Security Forces mainly offers undergraduate Police Science,

Prison Security, and Protection and Safety Engineering degree programmes. Master's and doctorate degree programmes on Internal Security, Criminal Science, Catastrophe and Rescue, Civil Protection, Customs and Marine Transport Monitoring, and Prison Security are also available.

The Academy of Macao Public Security Forces co-organises promotion preparation programmes with the public security forces and relevant departments, and is responsible for providing occupational training to applicants of Public Security Police, Fire Service, Customs and Prison officers.

From 1995 to 2021, the academy trained 353 officers in its Police/Fire Service Officers' Training Programme. There are 50 officers taking part in the Police/Fire Service Officers' Training Programme during year 2021/2022. A total of 8,598 cadets have been trained through the District Public Security Services Programme from 1990 to 2002 and the Training Programme for Public Security Cadets from 2003 to 2021. In 2021, 164 cadets attended and completed the Training Programme for Public Security Cadets. Moreover, the academy organised 38 short-term courses, talks and seminars in 2021, with 3,906 participants.

Traffic Accidents

According to statistics provided by the Public Security Police, 12,776 traffic accidents occurred in Macao during 2021, resulting in 4,374 injuries and five fatalities.

Macao Customs Service

Founded in accordance with the Basic Law of the MSAR, the Macao Customs Service (Macao Customs) is an independently administered public authority. The Director-General is the highest person-in-charge of the Macao Customs, who is nominated by the Chief Executive for the appointment from the Central People's Government. The Director-General of Macao Customs reports directly to the Chief Executive, but this does not affect the supervisory authority of the Secretary for Security empowered by the relevant by-laws.

The Macao Customs was officially inaugurated on 1 November 2001. A ceremony was held on 6 November 2001 to celebrate its establishment, and the formal inauguration of the Macao Customs Service Building. The Founding Day of the Macao Customs Service has been commemorated on 6 November of every year since then.

Macao Customs is responsible for preventing and combating smuggling, customs fraud and intellectual property infringements. During 2018, exchanges of information and coordination with the customs departments of neighbouring regions were strengthened, and cross-border illegal activities such as smuggling and drug trafficking were intercepted and combated. Moreover, Macao Customs worked with related departments on the inspection and quarantine of imported food, to ensure food hygiene and safety.

In 2021, Macao Customs detected and solved 54 cases of illegal border crossings, arresting 149 illegal immigrants and 27 human smuggling ring leaders. It also seized a large quantity of undeclared imports, including 2,536 kilogrammes of orchids, 68,153 kilogrammes of meat and

vegetables, 5,953 litres of alcoholic beverages, 1,948,465 cigarettes, 338,669 grammes of cigars, and 22,524 grammes of tobacco.

As regards intellectual property and industrial property protection, items seized included 36 handbags, 86 pairs of shoes, 4,549 items of clothing, 496 watches, one mobile phone accessory, five mobile phones, 476 daily commodities, one accessory, 721 bottles of wine and eight food products.

Moreover, 7,403 indictments were issued by Macao Customs, including for 7,254 cases involving infringement of the External Trade Law; ten cases involving Marine and Water Bureau regulations; eight cases involving non-compliance with the Regulations on the Prohibition of Illegal Employment; 68 cases involving non-compliance with the Convention on International Trade in Endangered Species of Wild Fauna and Flora; four cases involving the violation of Control of Cross-border Physical Transportation of Cash and Bearer Negotiable Instruments; 38 cases involving illegal immigration; 12 cases involving the Penal Code; eight cases involving infringement of intellectual property rights and one case involving a violation of the legal framework of public health and the economy.

As a member of the Novel Coronavirus Response and Coordination Centre, Macao Customs fully supported the implementation of the pandemic prevention and control measures during the fight against the pandemic. Macao Customs jointly established a fast clearance communication mechanism for anti-pandemic items with customs departments in mainland China, to ensure the items could be promptly cleared and released to Macao market. It also stationed officers at hotels for medical isolation and quarantine; maintained order and security at medical checkpoints and nucleic acid test stations; assisted in monitoring and managing vessels and crew members that returned to Macao; strengthened law enforcement at ports with a high incidence of parallel traders; and combated illegal immigration and safeguarded the frontline of pandemic prevention.

Marine Supervision

The Marine Enforcement Department of the Macao Customs is responsible for patrolling Macao's coastal waters. Through the Anti-illegal Immigration Collaboration Mechanism, it jointly combats illegal immigration with the Public Security Police and the Judiciary Police. Through a point-to-point joint collaboration mechanism, it jointly combats illegal immigration activities in Macao and Zhuhai with Zhuhai Public Security Bureau, Armed Police Corps No.2 and the Zhuhai Coast Guard.

During exchanges of information in 2021, the Macao Customs and the law enforcement authorities in China reported 1,915 suspicious incidents that mainly involved crimes such as illegal immigration and smuggling. The Macao Customs and Zhuhai Public Security Bureau conducted 14 synchronised patrol operations to ensure order and safety at sea along the coast of Macao. In the Inner Harbour, the Customs and Armed Police Corps No.2 conducted nine synchronised patrols and three rescue drills. Moreover, in order to strengthen the order and safety of the inner harbour and the outer harbour, the Customs and the Marine and Water Bureau conducted five joint marine actions and 11 search and rescue drills.

The Macao Customs Fleet currently has 20 patrol vessels, 41 high-speed boats and three water bikes.

International Cooperation

Macao Customs is a member of the World Customs Organisation (WCO) and actively participates in its various international operations. During 2021, it participated in and continued participating in:

- An on-going operation to combat cigarette smuggling, which has been organised by the World Customs Organisation's Regional Intelligence Liaison Office for Asia and the Pacific (RILO AP) since 1 August 2004;
- The Drug Seizure Immediate Notification System for International Airport since 2008;
- The Drug Seizure Immediate Notification System for Sea Cargo since 2015;
- The liaison mechanism set up with WCO since 17 March 2020;
- From 1 to 19 February 2021: a joint operation between WCO and RILO AP for combating illegal drug trafficking, mainly targeting methamphetamine, MDMA, amphetamine and precursors for manufacturing drugs;
- From 15 April to 15 September 2021: a joint operation between RILO AP and UNODC in order to combat illegal trafficking of drugs and endangered species of fauna and flora;
- From 30 April 2021 to 3 June 2021 and from 25 June 2021 to 30 September 2021: operations combating the illegal trafficking of counterfeit, illegal and substandard COVID-19 drugs, medical supplies and vaccines;
- From 1 to 30 October 2021, with WCO: combating illegal trafficking activities, which mainly targeting the following:
 - Hazardous waste (such as hazardous plastic waste and mixed plastic waste, and biomedical and medical plastic waste related to COVID-19, including highly contagious waste; other waste that may have been contaminated by pathogens; pathologic-occlusive waste; waste with needles and cutting edges and drugs; cytotoxic waste; used face masks; chemical waste and general medical waste);
 - All other wastes listed in the Basel Convention;
 - Substances listed in the Montreal Protocol on Substances that Deplete the Ozone Layer and Hydrofluorocarbons (HFCs);
- From 1 to 31 October 2021: a joint operation between WCO and INTEPOL to combat activities such as smuggling wild fauna and flora, and illicit financial flows; and
- From 1 to 21 November 2021: a joint operation between WCO and RILO CIS to combat smuggling of tobacco and its products, related equipment for manufacturing tobacco, chemicals, Juicy Wrap, and raw materials for tobacco products.

Handling Enquiries and Complaints

The Internal Affairs Office, which is directly under the Director-General of Macao Customs, is responsible for handling reports, complaints and enquiries. During 2021, the office received 1,078

reports from the public. The topics included intellectual property infringements, violation of external trade policies, violation of marine safety regulations, illegal border crossings, illegal labour, and smuggling of narcotics and psychoactive drugs. In all, there were 143 complaints, concerning the conduct of customs officers, service procedures, equipment and facilities, and environment and noise pollution. The office also handled 2,232 enquiries.

Financial Intelligence Office

The Financial Intelligence Office is an independent department formed under Executive Order No. 227/2006 on 29 July 2006. It was originally under the Secretariat for Economy and Finance, and responsible for collecting and analysing information regarding money-laundering and terrorist-financing, as well as providing related information to relevant authorities.

In accordance with the MSAR Government's phase-two administrative structure rationalisation plan and the recommendations in the Mutual Evaluation Report (MER) of the Macao SAR issued by the Asia/Pacific Group of Money Laundering (APG) in 2017, the MSAR Government decided that the operations of the Financial Intelligence Office should be supervised by the Secretary for Security, to fulfil Macao's pledge to combat money laundering and terrorist financing. This decision came into effect on 16 October 2018, while the functions and organisational structure of the Financial Intelligence Office remained unchanged.

From November 2006, the Financial Intelligence Office has been receiving reports on suspicious transactions. In 2021, it received more than 2,200 reports from financial services, gaming and other industries.

By December 2021, all members of APG had passed the latest Mutual Evaluation Follow-up Report 2021 from the Macao SAR. The Macao SAR has maintained its record of passing all 40 ratings of the Financial Action Task Force (FATF) Technical Compliance Recommendations. Macao is still the only member that has achieved passes in all Legal and Technical Compliance ratings of the Asia-Pacific Group on Money Laundering (APG). Among 120 members of FATF and nine sections that have been evaluated, only five have passed all 40 Technical Compliance ratings. Moreover, the Macao SAR also obtained six passes in ratings for achieving 11 Effectiveness Outcomes, thus becoming the first of the above-mentioned five jurisdictions around the world to meet all 40 FATF Technical Compliance International Standards, achieving the most satisfactory ratings in all criteria.

In September 2013, the Director of the Financial Intelligence Office took up the post as co-chairman of the APG. Moreover, in April 2020, the Financial Intelligence Office, as representative of the Macao SAR, was appointed the co-chairman of the regional subgroup Asia / Pacific Joint Group (APJG) of the International Cooperation Review Group (ICRG), responsible for developing the watch list of the international anti-money laundering organisation, Financial Action Task Force (FATF).

Moreover, in the fourth quarter of 2021, the Financial Intelligence Office was invited by APG to send representatives to participate in a new project of the group, under FATF. It established a common strategy and mission for the FATF headquarters and its nine regional units, and jointly implemented action to combat money laundering, terrorism financing and proliferation financing.

The MSAR continued assigning officers to participate in the work of international anti-money laundering organisations, to improve the image of Macao; it also kept abreast of the latest FATF assessment requirements and policies, and actively participated in international efforts to combat money laundering and terrorism financing.

Locally, the Financial Intelligence Office is responsible for coordinating the efforts of the interdepartmental task force on combating money laundering and terrorism financing. The task force comprises members of judicial affairs, law enforcement, regulatory, and legal affairs departments. They work together to collect data, conduct research and implement recommendations regarding anti-money laundering and anti-terrorism financing, formulate guidelines for industries under their supervision, and conduct statistical and other analyses of information received on suspicious transactions.

In the area of international cooperation, the Financial Intelligence Office joined the Egmont Group in May 2009, and anticipated fostering connections and collaboration with other countries and regions. It also signed memorandums on cooperation with the financial intelligence bodies of 29 countries and regions: mainland China, Hong Kong, Portugal, Korea, Indonesia, the Philippines, Malaysia, Japan, Thailand, Singapore, Fiji, Australia, the United States, the Russian Federation, the United Kingdom, Bangladesh, Canada, Israel, Cambodia, Monaco, Lebanon, Timor-Leste, Estonia, the Kyrgyz Republic, Kazakhstan, Brazil, Cape Verde, India and New Zealand.

Civil Protection Master Plan

Civil protection refers to the multi-discipline activities conducted by the Macao SAR on an ongoing basis, to safeguard against public emergencies caused by natural or human factors that endanger people's lives and property. It involves rescuing and assisting persons in danger, maintaining the security of public property and the normal operations of institutions, and – if necessary – helping to resume public order and normal living conditions.

Public emergencies are classified into natural disasters, accidents, public health incidents and social safety incidents, based on their risks, factors and characteristics. According to the extent of the problems, they may be ranked in five levels, including ordinary, prevention, immediate prevention, rescue(s), and disaster. Regarding announcements on emergencies: the Chief Executive has to specify the times that emergency situations start and finish, as specified in Articles 3 to 5 in the Executive Order published in the *Macao SAR Gazette*. If a situation is obviously in emergency, the Chief Executive can announce when it began through social media, so it is publicised and response measures can be legally implemented.

The civil protection system comprises the following entities:

- (1) The Chief Executive;
- (2) The Commander of the Joint Operation;
- (3) The Public Security Forces and relevant security departments (Unitary Police Services, Macao Customs, Public Security Police, Fire Services Bureau, Judiciary Police, Public Security Forces Affairs Bureau and Academy of Macao Public Security Forces);

(4) Public and private entities designated by the Chief Executive that have special authority or skills for implementing civil protection:

- Public entities: the Civil Aviation Authority; Conde S. Januario Hospital; Macao Post and Telecommunications Bureau; the Marine and Water Bureau; the Transport Bureau; the Education and Youth Development Bureau; the Environmental Protection Bureau; the Lands, Public Works and Transport Bureau; Macao Government Tourist Office; the Government Information Bureau; the Municipal Affairs Bureau; the Social Welfare Bureau; the Housing Bureau; the Meteorological and Geophysical Bureau and the Health Bureau; and
- Private entities: Companhia de Electricidade de Macau; Sai Van Bridge Management Company; Companhia de Telecomunicacoes de Macau; Macau Red Cross; Kiang Wu Hospital; Macao Water Supply Company (SAAM) and Teledifusao de Macau (TDM).

According to Law No. 11/2020 and the regulations of By-law No. 31/2020 that came into effect on 15 September 2020, the Chief Executive is the highest authority of civil protection in Macao, with the right to approve civil protection master plans.

Correctional Services Bureau

The Correctional Services Bureau is responsible for organising and managing departments of prison affairs and departments that implement juvenile correction and education, as well as supporting their operations. Coloane Prison and the Youth Correctional Institution are subsidiaries of the Correctional Services Bureau.

Coloane Prison

Coloane Prison is authorised to implement confinement and custodial sentences. It has separate male and female sections. Each has two sub-sections, for convicted inmates and for inmates on remand. Moreover, one section is used to house inmates who are under special supervision.

Prison Population

Coloane Prison can accommodate a maximum of 2,041 inmates. As at 31 December 2021, it held 1,520 inmates, of whom 161 were on remand and 1,359 were convicted. There were 1,306 male inmates and 214 female inmates.

Returning to Society

Coloane Prison fully assists inmates with returning to society, with consideration of individual, family and society perspectives, and provides diverse, comprehensive services assisting this return. The measures include counselling services; education and occupational training; organising family activities and family gatherings; and jointly organising seminars, events and employment programmes with relevant public departments and social groups.

Youth Correctional Institution

The Youth Correctional Institution is an educational institution responsible for the enforcement of court-ordered containment measures. The institution is divided into separate areas for boys and girls, with an Observation Centre, an Educational Centre, and an Education and Training Centre in each area. There is a team of counsellors working round-the-clock, together with social workers, psychologists, occupational training tutors and teachers, providing academic and vocational training, personal and family counselling, as well as implementing social service schemes.

Inmates

The institution generally only accepts young people aged 12 to 16, but may extend its services to them until they reach 21. There were 14 boys and one girl in the institution as at 31 December 2021.



Qingmao Checkpoint





Qingmao Checkpoint officially commenced operation on 8 September 2021, with a customs clearance capacity of 200,000 passengers per day sufficient to effectively relieve the pressure on border-crossing customs clearance at the Border Gate, and improve passenger customs clearance efficiency on both sides of the border.

Qingmao Checkpoint is a key project for establishing a rapid transportation network in the Greater Bay Area. It is connected to mainland China's intercity railway network, further enhancing the interconnectivity between Guangdong and Macao. It helps to promote synergistic development of Guangdong and Macao, including Macao and Zhuhai, and creates favourable conditions for Macao's sustainable development and its integration into the establishment of the Greater Bay Area.

Qingmao Checkpoint is the seventh passenger inspection checkpoint connecting Macao and Zhuhai, and the fourth 24-hour customs clearance checkpoint. It employs the "Joint Inspection, One-Time Release" customs clearance mechanism, and is currently the most digitalised smart checkpoint.