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PUBLIC ORDER



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 consists of six 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, and is in charge of planning, coordination and monitoring the operations of Macao's civil protection system.

In response to the COVID-19 pandemic in 2020, the Unitary Police Service fully supported the Novel Coronavirus Response and Coordination Centre by assisting in the operation of the 24-hour enquiry hotlines of the centre, compiling and collating information, and collaborating with other departments to provide more information dissemination channels for anti-pandemic publicity through electronic displays, mobile broadcast vehicles and other means throughout Macao.

On 23 January 2020, Macao and Zhuhai set up a COVID-19 prevention and control working group, to strengthen cooperation in pandemic prevention and control. The Chief Executive assigned the Secretary for Security, Wong Sio Chak, to lead the Macao members, and the Commissioner-General of the Unitary Police Service, Leong Man Cheong, to be Macao's liaison officer for the working group. Together with representatives from the Health Bureau and Public Security Police, the working group shared information about the latest pandemic developments, prevention and control measures, and cross-border connectivity on a daily basis, to ensure public health and safety in Macao and Zhuhai.

In response to the first confirmed COVID-19 case in Macao, the Unitary Police Service coordinated with the Public Security Police, the Judicial Police, and Macao Customs Service to jointly hold the Winter Precaution Operation. The Unitary Police Service adjusted the operation plans of the three departments, to investigate suspected virus cases, step up inspection of illegal hotels, casinos and their peripheral premises, and conduct stop-and-searches on streets.

In 2020, while implementing pandemic prevention and control measures, the Unitary Police Service continued coordinating and launching a series of joint operations to prevent and combat crime, such as Thunderbolt Operation 2020, to maintain public order and social stability.

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.

To implement the administrative principle of strengthening the police force through technology, the Unitary Police Service and the related department under the Secretary for Security have joined hands with public works departments together with contractors, to launch a project to construct the Macao urban electronic surveillance system (commonly known as “eye in the sky”). A total of 1,620 cameras were installed throughout Macao in four phases, the last of which was completed in 2020.

The test for applying for Facial and Licence Plate Recognition in “Background Mode” has commenced, after it was granted approval by the Office for Personal Data Protection.

The Unitary Police Service also assigns officers to participate in drills every year, to enhance the abilities of its staff members and those of other public departments and organisations to respond to emergencies and disasters. In 2020, in addition to the “Crystal Fish 2020” civil protection drill, exercises in response to “suspicious school intruder” incidents were also conducted.

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.

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 2020, the Public Security Police Force had 6,355 staff, with 5,147 personnel in service, 1,208 vacancies and 449 clerical staff.

In 2020, with regard to pandemic prevention, the Public Security Police Force assisted in tracing the travel records of confirmed cases and close contacts, and reinforced surveillance and inspections related to the pandemic; deployed officers to escort people entering and leaving isolation sites, and assisted in arrangements for people to depart for their place of residence or leaving Macao upon completion of quarantine; guarded and maintained order at isolation sites, medical checkpoints and nucleic acid test stations; and joined the Government’s effort to arrange for Macao residents

stranded in Hubei to return by a chartered flight.

With regard to social prevention and control, the Public Security Police Force conducted a special joint operation to address potential security risks; patrolled and maintained order at face mask and other protective items sales outlets, and electronic consumption card collection points, and handled cases of unlawful purchases of protective items and theft of electronic consumption cards; supported the operation of the Novel Coronavirus Response and Coordination Centre enquiry hotline service; disseminated anti-pandemic information through the official broadcasting system, in response to the Secretary for Social Affairs and Culture's requirements for publicising pandemic prevention measures; assigned staff to urge people gathering at various places to conform with the Government's anti-pandemic measures; and joined hands with various departments to conduct inspections of hygiene management and illegal workers at construction sites.

With regard to immigration control, the Public Security Police Force assisted the health departments in body temperature screening at various cross-border checkpoints, set up health declaration areas and channels, adjusted clearance service hours of cross-border checkpoints, and assisted in the implementation of various quarantine measures for inbound travellers from high risk locations; implemented crowd control at busy cross-border checkpoints; sent vehicles to bring Macao residents and students back from Hong Kong International Airport; provided assistance to persons who were unable to return to their place of origin due to the pandemic; and assisted in code conversion for immigration clearance.

The Public Security Police Force also established a psychological support mechanism for frontline officers, and disseminated information on pandemic prevention to all communities through the community policing liaison mechanism.

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 336,380 emergency calls during 2020.

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, commonly known as "eye in the sky", commenced operations on 15 September 2016. In the first phase, 219 video cameras were installed, while in the second and third phases, a total of 601 video cameras were installed and officially commenced operations on 30 June 2018. The 800 video cameras installed in the fourth phase commenced operations on 6 August 2020. 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 ensure public security and order, especially to prevent crime and assist in criminal investigation.

Police Tactical Unit

The Police Tactical Unit was officially established in 1979, and currently has 675 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, 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.

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. According to Law No. 5/2006 amended by Law No. 14/2020, the Judiciary Police has exclusive authority to deal with 13 categories of serious or specific crimes through eight departments, 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 – Interpol) is also incorporated within the Judiciary Police. In 2020, there were 1,362 permanent staff positions in the Judiciary Police, with 1,259 serving staff.

In 2020, the Judiciary Police opened 9,291 case files, of which 3,883 were designated for special criminal investigations, 95 were indictments, 2,018 were preliminary investigations and the remaining 3,295 were investigations that had been requested. During the year, 11,427 case investigations were completed, of which 4,021 were designated as special investigations, 95 were indictments, 1,661 were preliminary investigations and the remaining 5,650 were investigations that had been requested.

During 2019, investigations of criminal cases (cases designated as special investigations and indictments) included: two homicides, 45 arson cases, 90 extortion cases, 22 robberies, 419 thefts, 57 cases of narcotic drug trafficking, 13 cases of narcotic drug taking, zero human trafficking case, 12 cases of prostitution exploitation, 31 cases of gang crimes and 11 cases of domestic violence. There were 413 gambling-related cases, including 72 loan-sharking cases and 32 cases involving infringement of freedom of movement arising from loan-sharking. Additional cases included 60 cases of passing counterfeit currency (including using counterfeit credit cards), 380 fraud cases (of which 31 were phone fraud cases, but excluding casino, computer and Internet fraud cases), and 1,247 cases of cyber crime.

In 2020, to support 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 trace the travel records of confirmed cases and close contacts, and collect information on risks affecting public security, pandemic prevention, and public confidence in pandemic prevention. With the coordination of senior officials, the Judiciary Police conducted intensive inspections of suspected illegal hotels and stationed officers at designated hotels to prevent persons in isolation from breaching pandemic prevention measures, as well as adjusted policing deployment to prevent new criminal practices arising from the pandemic, thereby achieving pandemic and crime prevention.

The Judiciary Police disseminated the latest accurate information on the pandemic and clarified false rumours through new media; organised youth volunteer activities to combat the pandemic, and collaborated with community organisations to visit communities and publicise pandemic prevention guidelines, to gather public support for the Government's pandemic prevention work.

Crime Prevention

The Judiciary Police joined force with community organisations, the educational sector and the property management industry to promote crime prevention. It cooperated with civilian-police cooperation organisations, such as the Judiciary Police 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 law abiding awareness among young people. The Judiciary Police has also created official accounts and channels on multiple social media platforms, for disseminating the latest news on policing and law enforcement, to enhance police-community relations.

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. Members of the unit were drawn from various investigation departments of the bureau, and all participate on a part-time basis. They become formal members of the unit after strict selection and training procedures. They also need to participate in regular drills and training. The members are called upon to serve as negotiators in emergency situations, such as advising on instances of suicide attempts and hostage taking.

In 2020, the Crisis Negotiation Unit handled 11 requests for crisis negotiations involving suicide attempts, all of which were satisfactorily resolved. The unit also handled 20 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) consists of the Public Security Forces Affairs Bureau, Public Security Police Force, Fire Service and Academy of Public Security Forces. At the end of 2020, the FSM had a total of 7,673 staff members, with 6,678 disciplined services staff and 995 clerical 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.

Details of 2020 public security cadet recruitment are as follows:

Training Programmes for Public Security cadets	Number of Applicants	Number of students admitted for training programme		
		Male	Female	Total
28th	2,581	96	12	108 ^{a)}
29th	2,510	126	39	165 ^{b)}

- a) The number of students who assumed office on 24 August 2020, of whom 54 are police officers, and 47 are fire service officers;
- b) 48 qualified applicants from the 28th Training Programme for Public Security Cadets of the Macao Public Security Forces were approved to transfer to the 29th Training Programme for Public Security Cadets of the Macao Public Security Forces, and they, together with 117 qualified applicants for the 29th Training Programme for Public Security Cadets of the Macao Public Security Forces, would become police officers or fire service officers on 18 May 2021.

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 2020, the DSFSM received 115 cases: 16 complaints, 15 suggestions and opinions, 77 enquiries, five crime reports, and two cases that was irrelevant to the FSM. Of the 16 complaints, seven concerned officers and staff, six concerned equipment and facilities, two concerned internal administration, and one concerned the environment.

Disciplinary Cases

The FSM requires rigorous disciplinary compliance from all its officers. According to information provided by the FSM, during 2020, investigations were completed regarding 247 disciplinary cases involving 290 people, 225 of whom were in the Public Security Police, 48 in the Fire Service, six in the DSFSM and 11 in the Academy of Macao Public Security Forces. Most disciplinary actions were in response to minor offences. However, 31 Public Security Police officers and three 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 2020, the Fire Services Bureau had a staffing level of 1,589 posts, with 1,420 serving personnel and 169 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 42,966 incidents during 2020.

Appliances and Equipment

The Fire Services Bureau currently has 252 fire vehicles, including 24 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 foam tender, one hose foam carrier, 14 fire/ambulance motorcycles, 45 ambulances and 16 motorcycles.

Fire Fighting

In 2020, the Fire Services Bureau handled one No. 3 alarm fire, 20 No. 2 alarm fires, 582 No. 1 alarm fires, and 206 miscellaneous fires. Classified by cause, 157 fire incidents were due to unattended cooking, 52 were the result of electrical short circuits, 152 were accidental false alarms, one was hoax calls, 99 were due to suspected cases of kindling left behind by negligent people, one was due to suspected arson, 15 were unusual cases and the remaining 332 were due to other causes. During the year, 55 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 2020, the Fire Services Bureau handled 5,335 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 1,204 paramedics. In 2020, the Fire Services Bureau responded to 36,822 emergency requests for ambulances, and dispatched ambulances on 40,166 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 2020, the Fire Services Bureau examined 4,677 construction plans, conducted 1,573 site inspections, performed 2,265 fire-fighting-equipment tests and undertook 8,040 fire-prevention and safety patrols. It handled 622 complaints and appeals, and awarded 448 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. Moreover, the institution provides other diploma and certificate courses.

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 2020, the academy trained 339 officers in its Police/Fire Service Officers' Training Programme. There are 34 officers taking part in the Police/Fire Service Officers' Training Programme during year 2020/2021. A total of 8,434 cadets have been trained under the District Public Security Services Programme from 1990 to 2002 and the Training Programme for Public Security Cadets from 2003 to 2020. In 2020, 101 cadets attended and completed the Training Programme for Public

Security Cadets. Moreover, the academy organised 36 short-term courses, talks and seminars in 2020, with participation by 3,441 people.

Traffic Accidents

According to statistics provided by the Public Security Police, 10,194 traffic accidents occurred in Macao during 2020, resulting in 3,589 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 2020, Macao Customs detected and solved 73 cases of illegal border crossings, arresting 259 illegal immigrants and 32 human smuggling ring leaders. It also seized a large quantity of undeclared imports, including 139.97 kilogrammes of orchids, 70,792 kilogrammes of meat and vegetables, 8,811 litres of alcoholic beverages, 1,440,869 cigarettes, 73,815.35 grammes of cigars, and 90,920 grammes of tobacco. In addition, 730 tablets of psychiatric drugs, 25 kilogrammes of poppy seeds and 1,920 millilitres of Codeine cough syrup were seized at various checkpoints.

As regards intellectual property and industrial property protection, items seized included 188 counterfeit handbags, 74 pairs of counterfeit shoes, 705 items of counterfeit clothing, 122 counterfeit watches, three counterfeit mobile phone accessories, 157 counterfeit cosmetic items and five pairs of counterfeit eyeglasses.

Moreover, 4,904 indictments were lodged by Macao Customs, including 4,638 cases involving infringement of the External Trade Law; nine cases involving Marine and Water Bureau regulations; one case involving drugs; one case involving illegal immigration; 17 cases involving the Penal Code; five cases involving infringement of intellectual property rights; 17 cases involving non-compliance with the Regulations on the Prohibition of Illegal Employment; 33 cases involving

non-compliance with the Convention on International Trade in Endangered Species of Wild Fauna and Flora; seven cases involving the violation of Control of Cross-border Physical Transportation of Cash and Bearer Negotiable Instruments, and 119 cases referred by other departments.

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. In 2020, the new anti-smuggling and customary waters brigades, jointly established with Zhuhai Public Security Bureau, built a communication mechanism to combat illegal immigration and smuggling activities in Zhuhai and Macao.

In 2020, the Macao Customs Fleet and the Frontier Defence Brigade and Marine Police of the Zhuhai Public Security Bureau conducted 1,360 synchronised operations in Macao and mainland China waters. Along the coast of Macao, six synchronised operations and two drills were jointly conducted with the Armed Police Corps No.2, to ensure order and safety at sea. The Macao Customs Fleet also conducted three joint sea patrols and nine search and rescue drills with the Marine and Water Bureau in the Inner Harbour and Outer Harbour, to strengthen order and safety along the two harbour channels.

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

International Cooperation

Macao Customs is a member of the World Customs Organization (WCO) and actively participates in its various international operations. It participated in and continued participating in:

- An on-going operation to combat cigarette smuggling, which has been organised by the World Customs Organization'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;
- RILO AP's operations against illegal cross-border transportation of waste in Annex 1 of the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes

and Their Disposal, from 1 December 2019 to 30 November 2020;

- WCO's operations against trafficking of counterfeit, illegal or substandard medicines and pandemic prevention items (related to COVID-19) that threaten public health and safety, from 11 May to 24 June 2020;
- RILO AP's operations against drug trafficking, from 22 June to 5 July 2020; and
- WCO's operations against hazardous waste trafficking, from 14 September to 11 October 2020, and, during the same period, INTERPOL operations against wild fauna and flora smuggling, illicit financial flows and document forgery, and prevention of prohibited article transfers and related crimes.

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 2020, the office received 1,069 reports from the public. The topics included violation of external trade policies, intellectual property infringements, illegal immigration, violation of marine safety regulations, illegal labour, and drug-related activities. In all, there were 152 complaints, concerning service procedures, the conduct of customs officers, environment and noise pollution, and equipment and facilities. It also handled 5,191 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 2020, it received more than 2,200 reports from financial services, gaming and retail trade industries.

Macao is a member of the Asia-Pacific Group on Money Laundering (APG). At the Asia-Pacific Group on Money Laundering Annual Meeting in August 2019, Macao became the first member among many evaluated jurisdictions around the world to pass all 40 FATF Technical Compliance International Standards, achieving satisfactory ratings in all criteria.

In late April 2020, the Director of the Financial Intelligence Office was appointed as the Co-Chair of the regional subgroup Asia/Pacific Joint Group (APJG) of the International Cooperation Review Group (ICRG) responsible for developing the watch list under the international anti-money laundering organisation Financial Action Task Force (FATF). The MSAR continued assigning officers to participate in international anti-money laundering organisation affairs, to improve the image of MSAR, 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 28 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 and India.

Civil Protection Master Plan

Civil protection aims to prevent major loss of life and damage to property in the event of serious accidents, natural disasters and crises. It is jointly conducted by Government departments and public institutions, with the involvement of residents. Civil protection procedures can reduce casualties and save lives in dangerous situations.

The Action Coordination Centre makes suggestions and deploys manpower and material resources to coordinate and supervise a programme of measures to limit or prevent the effects of any serious accident, disaster or other catastrophe that occurs. It takes all necessary precautions to maintain basic services and normal living conditions for residents in the event of tropical storms or other abnormal situations.

Should a disaster occur, civil protection action will be carried out in phases, according to the nature of the disaster and the needs it creates in terms of rescue and other requirements. If necessary, Macao can be divided into two districts: the Macao peninsula and the islands area. Separate district action centres can be set up to carry out or coordinate activities, according to instructions from the commander of the joint actions.

The civil protection system was designed by the Unitary Police Services, which is also responsible for coordinating and monitoring the system's functions, and comprises two action centres and 30

departments and organisations:

- The two action centres are the Civil Protection Action Centre (covering all Macao) and Islands Area Action Centre (covering Island District);
- Nine disciplined units and public security departments - Unitary Police Service, Macao Customs, Public Security Police Force, Fire Services Bureau, Public Security Forces Affairs Bureau, Academy of Macao Public Security Forces, Judiciary Police, Civil Aviation Authority and Maritime Administration;
- 14 other government departments - Conde S. Januario Hospital, Transport Bureau, Education and Youth Affairs Bureau, Lands, Public Works and Transport Bureau, Government Tourist Office, Tourism Crisis Management Office, Meteorological and Geophysical Bureau, Government Information Bureau, Social Welfare Bureau, Housing Bureau, Municipal Affairs Bureau, Health Bureau, Office for the Development of the Energy Sector and Macao Post and Telecommunications Bureau; and
- Seven private-sector companies - Companhia de Electricidade de Macau (CEM); Companhia de Telecomunicacoes de Macau (CTM); Sai Van Bridge Management Company; Macau Red Cross; Kiang Wu Hospital; Macao Water Supply Company (SAAM); and Teledifusao de Macau (TDM).

The Civil Protection Action Centre is on the third floor of the Immigration Department Office Building at Pac On Terminal, Taipa. Since 23 May 2017, the centre has been staffed by disciplined services forces and security department staff on a 24-hours per day basis.

In 2019, the Unitary Police Services and members of civil protection authorities amended the Civil Protection Master Plan and the Evacuation Plan for Storm Surges in Low-lying Areas during Typhoons, based on hands-on experience of typhoon-response measures. It also formulated special contingency plans covering typhoons, geohazards, public health, energy and water, and the environment.

The Civil Protection Law came into effect on 15 September 2020. It provided solid legal support to the modernisation of civil protection in Macao, improved the management and operation of civil protection affairs, and boosted the public awareness of and ability to implement disaster prevention. One of the related major tasks was to establish a voluntary joint defence system, to coordinate various operations fully realise the active and supportive roles of volunteers in post-disaster recovery, in order to restore the normal life of society through joint efforts.

In 2020, the civil protection authorities again organised the major civil protection drill “Crystal Fish”, to enhance the synergy in disaster responses between civil protection system members; facilitated collaboration with community groups and residents in disaster prevention and mitigation; and promoted the Evacuation Plan for Storm Surges in Low-lying Areas during Typhoons.

In 2019, the Unitary Police Services, the Public Security Forces Affairs Bureau and the expert panel from mainland China launched official mobile apps and WeChat accounts to strengthen command and coordination capabilities, and enable residents to more easily receive real-time information and civil protection notifications from the Civil Protection Action Centre.

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 consists of nine buildings, six of which accommodate inmates. One of the buildings, situated next to the Academy of Macao Public Security Forces, is used to house inmates who are under special supervision or isolation in a special detention zone.

The prison has separate male and female wards. Each has its own sub-sections for inmates on remand and convicted inmates.

With the approval of authorised Government officials and in exceptional situations, Coloane Prison can provide protective custody for certain inmates.

Prison Population

Coloane Prison can accommodate a maximum of 1,941 inmates. As at 31 December 2020, it held 1,548 inmates, of whom 153 were on remand and 1,395 were convicted. There were 1,337 male inmates and 211 female inmates.

Returning to Society

To assist inmates in returning to society and rebuilding a new life, Coloane Prison provides education and occupational training. Inmates can apply to study according to their educational level, interests and needs.

Youth Correctional Institution

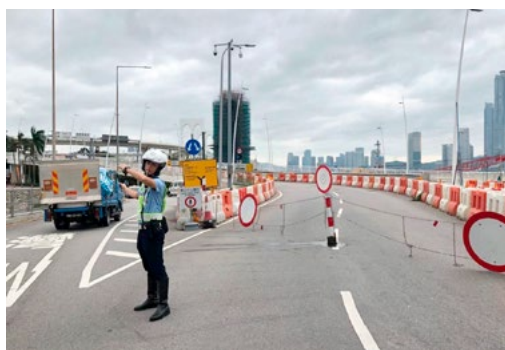
The Youth Correctional Institution is an educational institution responsible for the enforcement of court-ordered containment measures. The institution is divided into separate areas for boys and girls, with an Observation Centre, an Educational Centre, and an Education and Training Centre in each area. 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 eight boys and one girl in the institution at the end of 2020.



**Legal system on civil protection
comes into effect**





The Civil Protection Legal System comes into effect on 15 September.

The Civil Protection Legal System reinforces civil protection coordination and management by the Government, enhances disaster prevention and self-salvation awareness and abilities in society, and ensures effective dissemination of major information about civil protection. It is conducive to enhanced synergies, facilitating participation in civil protection by the Government and the community, thus leading to more effective disaster prevention and response.

On 13 October, typhoon signal no. 8 is issued by the Meteorological and Geophysical Bureau (SMG) in response to the approach of Tropical Storm Nangka. This is the first time the civil protection framework is activated since the Civil Protection Legal System came into effect. The Government and all sectors of Macao respond in a serious yet calm manner, and various anti-typhoon measures are implemented