

AVISO

Policía Real de Gibraltar

PRESENTACIÓN DEL PROYECTO SERVATOR

Gibraltar, 18 de diciembre de 2017

A partir de hoy se pone en marcha en Gibraltar un innovador plan policial que implica el despliegue de equipos de agentes para impedir, detectar y desarticular actividades criminales y terroristas en áreas concurridas.

Este procedimiento, denominado Proyecto Servator¹, incluye el despliegue de agentes de policía y personal tanto de uniforme como de paisano, así como otros recursos, como perros, bomberos y cámaras de televisión por circuito cerrado (CCTV), en el centro de la ciudad, otros focos de riesgo y eventos de gran envergadura. Esta iniciativa mejorará las actuales tácticas de prevención de delitos y seguridad pública de la Policía Real de Gibraltar.

Este tipo de despliegues no se adhieren a un patrón fijo de manera intencionada, ya que se adaptan a la inteligencia recibida. Los ciudadanos se encontrarán con agentes debidamente formados para impedir, desarticular y detectar delitos mediante el uso de tácticas desarrolladas y puestas a prueba durante un periodo de cinco años por el Centro para la Protección de las Infraestructuras Nacionales (Centre for Protection of National Infrastructure, CPNI) y la Policía de la City de Londres (City of London Police).

El Proyecto Servator ya se ha puesto en práctica con éxito y diversas fuerzas policiales del Reino Unido lo han adoptado como procedimiento habitual, como la Policía de la City de Londres (City of London Police), la Policía Británica de Transporte (Transport Police, BTP), la Policía Metropolitana de Londres (Metropolitan Police), la Policía de Essex (Essex Police), la Policía Escocesa (Police Scotland) y el Servicio de Policía de Irlanda del Norte (Police Service of Northern Ireland), entre otros. La Policía escocesa lo usó ampliamente durante los Juegos de la Commonwealth, celebrados en Glasgow en 2014.

El apoyo de los ciudadanos que residen/ trabajan en nuestra comunidad, al igual que el de los visitantes, es esencial para el éxito del Proyecto Servator, ya que estos se convierten en nuestros «ojos y oídos» adicionales al informar de cualquier comportamiento sospechoso para ayudar a dificultar la tarea de los delincuentes.

El Comisario designado de la Policía Real de Gibraltar, Ian McGrail, declaró:

«La Policía Real de Gibraltar pone en marcha un plan de trabajo para aplicar este proyecto de forma local en varios eventos y diversas localizaciones en Gibraltar, lo que reforzará el éxito que el Proyecto Servator ha cosechado en el Reino Unido a la hora de desarticular una amplia gama de acciones delictivas, además de tranquilizar a la población.

¹ en Latín: protector; https://en.wikipedia.org/wiki/Project_Servator

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Esta acción mejora nuestras tácticas actuales al adoptar las mejores prácticas desarrolladas por la policía en todo el Reino Unido, para así mantener la seguridad en puntos clave y lugares concurridos del Peñón.

El respaldo activo de los ciudadanos, la comunidad y los negocios es esencial para el éxito del Proyecto Servator.

Nuestros agentes ya se encuentran inmersos en el proceso de involucrar a los negocios locales y a la comunidad gibraltareña para presentarles este concepto y explicar el papel fundamental que deben desempeñar.

Por favor, no se sorprendan ni se alarmen si observan una gran presencia policial en áreas específicas de Gibraltar en las próximas semanas y meses. Tengan en cuenta que estas son operaciones policiales de carácter habitual que impedirán, detectarán y desarticularán diversas actividades delictivas.

Este tipo de despliegues están diseñados para ser impredecibles y pueden desarrollarse en cualquier momento. Un día nuestras tácticas pueden realizarse a plena vista, y al siguiente llevarse a cabo de un modo más discreto.

Para ayudarnos a mantener su área y su comunidad segura, puede involucrarse con los equipos Servator si los ve desplegados en su área y dialogar con los agentes para averiguar cómo puede contribuir al proyecto.

Nuestra intención es garantizar a las comunidades que trabajaremos de forma conjunta para mantener la seguridad de todos».

El Inspector Jefe de la Policía Real de Gibraltar, Paul Chipolina, expuso lo siguiente:

«El objetivo del Proyecto Servator es aunar despliegues policiales efectivos con un mayor nivel de vigilancia en nuestra comunidad para impedir, detectar y finalmente desarticular una amplia gama de acciones delictivas, desde el carterismo hasta el terrorismo.

Estas tácticas no responden a una amenaza específica o a los trágicos acontecimientos acontecidos recientemente en el Reino Unido y Europa, sino que ya formaban parte de la planificación de un proyecto más amplio para mejorar nuestras capacidades desde hace tiempo.

Estas se pondrán en marcha en los próximos meses como parte de nuestro esfuerzo continuo para mantener la seguridad en Gibraltar mediante la colaboración con nuestros socios y con la comunidad a la que servimos. La inversión para realizar la formación de varios agentes tanto a escala local como internacional durante los últimos meses ha sido significativa, así como la preparación de documentación para el proyecto. Actualmente, estamos empezando a realizar sesiones de información de forma interna y para actores principales dentro de la comunidad, a la vez que se lleva a cabo el despliegue de nuestro equipo.

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Tenemos la certeza de que este enfoque tranquilizará a los negocios locales y a los ciudadanos. Estos deben saber que también desempeñan un papel fundamental en este proyecto. Sus ojos y oídos nos proporcionan un recurso de vigilancia sin igual.

Hacemos un llamamiento a los ciudadanos para que se mantengan vigilantes e informen de forma inmediata a los agentes policiales de cualquier hecho que consideren sospechoso, también mediante el teléfono 200 72500 (si no es una urgencia). En caso de emergencia, usar el 199 / 112. También se nos puede contactar mediante correo electrónico, dirigido a servator@royalgib.police.gi

Nota: se adjuntan varias ilustraciones y documentación sobre el proyecto Servator.

Nota a redactores:

Esta es una traducción realizada por la Oficina de Información de Gibraltar. Algunas palabras no se encuentran en el documento original y se han añadido para mejorar el sentido de la traducción. El texto válido es el original en inglés.

Para cualquier ampliación de esta información, rogamos contacte con Oficina de Información de Gibraltar

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Twitter: [@InfoGibraltar](https://twitter.com/InfoGibraltar)



If you see an increased police presence, there is nothing to worry about. These are normal police operations designed to deter, detect and disrupt a range of criminal activity.

We can turn up at any time. Don't be surprised or alarmed if you see us and weren't expecting it.

Our officers will visit businesses and retailers to talk to staff and customers to explain what we are doing.

You can help to deter, detect and disrupt criminal activity by reporting anything that doesn't feel right, for example an unattended item or someone acting suspiciously.

Call: **20072500**

Email: servator@royalgib.police.gi

Always call **199** or **112** in an emergency.

Keep up to date with Royal Gibraltar Police and Project Servator via social media:

Facebook: [/royalgibpolice](https://www.facebook.com/royalgibpolice)

Twitter: [@rgpolice](https://twitter.com/rgpolice)

Check out www.police.gi for further information

18/12/2017



**Working together
to make our
community safer**



Together, we've got it covered.



If you see something suspicious:

- Tel: 20072500 (If not-urgent)
- Tel: 199 / 112 (Emergency)
- Email: servator@royalgib.police.gi
- Facebook: [/royalgibpolice](https://www.facebook.com/royalgibpolice)
- Twitter: [@rgpolice](https://twitter.com/rgpolice)

Check out www.police.gi for further information





What is Project Servator?

The Royal Gibraltar Police, alongside several other British Police Forces, uses Project Servator to deter, detect and disrupt a wide range of criminal activity, from pickpocketing and property theft to terrorism, while providing a reassuring presence for the community we serve.

Our deployments are unpredictable, intelligence-led and highly visible. They involve uniformed and plain clothed officers together with other specially-trained officers. They are supported by other resources, such as armed officers and police dogs.

We will turn up unannounced at various locations, ranging from our airport and other Points of Entry to leisure/retail and residential areas. They will be unpredictable, so they could happen at any time, last for different amounts of time and involve varying numbers of officers and assets.



What you will see

You could see us at a particular location more than once in the same day, and then not see us there for a week or more. The key to the success of these deployments in deterring, detecting and disrupting criminal behaviour is for them to be unpredictable.

Don't be surprised or alarmed if you see a Project Servator deployment being carried out in an area near you. Our officers are there to keep you safe.

You may also see or meet officers who are there to explain what we are doing and answer any questions you have. Feel free to talk to them if you want to find out more.

How can you help

Crime Prevention and Security should be everyone's business, and you can play a vital role by being vigilant when you are in an area, by reporting anything that doesn't feel right, such as an unattended item or someone acting suspiciously. Don't leave it to someone else to report it, so if you see it, tell us.

Call us on **20072500**, or in an emergency ALWAYS dial 199 or 112. Contact us with non-urgent information by email at servator@royalgib.police.gi

Working together

Our business community also have a vital role to play in protecting our community, and we rely on their support and vigilance to ensure our tactics in the fight against crime are successful.

If you have picked up this leaflet in a business or retailer in this area, it means they are working in partnership with us to help make our community a safer place in which to live and work.





*Working together to make
our community safer*



Community Engagement Pack for Businesses



In Gibraltar's busy areas, we can have extra pairs of eyes to identify suspicious behaviour.

We all have a part to play in keeping Gibraltar safe. If you see something suspicious, tell us about it.

— Together, we've got it covered —



If you see something suspicious
Tel: 20072500 (If not-urgent)
Tel: 199 / 112 (Emergency)
Email: servator@royalgib.police.gi
Facebook: [/royalgibpolice](https://www.facebook.com/royalgibpolice)
Twitter: @rgpolice
Check out www.police.gi for further information



TOGETHER, WE'VE GOT IT COVERED

Contents:

- Project Servator – an overview
- How you can help
- Q&A – including what you should tell your staff and/or customers

Project Servator – an overview:

Who?

The Royal Gibraltar Police have adopted a new approach to policing tactics that aims to deter and detect criminal and terrorist activity, as well as to reassure the general public. These have been researched, tested and adopted by several UK police forces over the past 5 years.

What?

A new way of working, using unique and cutting edge training for Royal Gibraltar Police staff, which aims to:

- Cut crime
- Increase community rapport, engagement and support
- Deter would be perpetrators of hostile reconnaissance
- Raise public confidence and reassurance

Hostile reconnaissance is the purposeful observation of people, places, vehicles and locations with the intention of collecting information to inform the planning of a hostile act against a target. Criminals, whether extreme protest groups, organised crime or terrorists, have to conduct hostile reconnaissance in order to plan a successful attack. If we can disrupt and deter at this stage it is likely they will abandon their plans.

Following three years of intensive work and study by a UK Government organisation, the City of London Police was selected to run an initial pilot scheme which heralded a change in the way police use tactics to deter hostile reconnaissance. Because of the way the scheme works, these tactics should also have beneficial effects on crime in general. Following the successful pilot scheme and further refinement, the tactics were launched the project name of **Project Servator**. Several UK Police Forces have already adopted these tactics, with other forces slowly adopting these across the UK.

Why?

Protecting Gibraltar as a financial centre and important tourist destination remains a key priority for the RGP and, as the nature of the threat evolves, deterrence measures need to develop accordingly.

These new tactics will mean a more enhanced and strategic approach to protecting Gibraltar and is part of the force's drive to deploy its resources more effectively.

Project Servator provides reassurance to the general public, whilst deterring, would-be criminals and making a wide range of criminals (from petty criminals, to extreme protest through to terrorists) easier to detect by specially trained officers. The use of specially trained officers has been proven to be very effective in detecting criminals and those with criminal intent in the UK cities where these tactics are currently operating.

When?

Project Servator will run from December 2017. The purpose of coming in today is to talk to you about the project and to seek your help and support in helping us to make Our Community a safer place to live, visit, work and do business in. During the initial launch period, we will visit you again to answer any questions you may have.

Where?

Project Servator will run across our city-centre, leisure areas and other hotspots. It also means the way in which we police Gibraltar's entry points will change.

How?

These measures comprise the staging of spot operations designed to deter and raise concerns amongst criminals along with the deployment of specially trained officers and other assets such as dogs and, where available, CCTV to increase the likelihood of correctly detecting criminal or hostile activity.

The measures comprise a larger and more visible presence coupled with supporting information and materials. Instead of single officers assigned to some of the entry points at predictable times, you'll see more unpredictable, high impact deployments both on the entry points and within the city-centre. For example, you may see relatively small deployments comprising a small number of officers, to other larger operations involving a combination of vehicles, firearms officers, dogs and other measures. These deployments will be visible and happen anywhere and at any time.

How Can I Help?

The success of these tactics rely upon support and vigilance from you as part of our community as well as from the general public.

A pivotal part of Project Servator is communications. These support the operations by reinforcing the message that Gibraltar should not be an easy target and that those intent on criminal activity are not welcome, whilst also allaying any undue concerns the public may have. The communication materials (included in this briefing pack) have already been developed and trialled to gauge their effectiveness and the public's response.

It is really important that the public understand the nature of the operations and, crucially, feel reassured rather than alarmed. That's where you come in.

We would very much appreciate your support by:

Explaining to your customers and employees about the nature of these operations, specifically that:

- They are part of our commitment to help protect Gibraltar and everyone who works, visits and lives here. This is as a result of over three years of intensive work and study. They use new, effective methods to help deter and detect criminals
- They comprise various, highly visible operations that will occur regularly across Gibraltar, at any time; don't be surprised if you see one unexpectedly
- Officers may come onto the premises during deployments to inform and reassure staff and customers about the operation
- They should report any suspicious behaviour immediately, either to an officer or by calling 20072500 or in an Emergency 199.

Displaying a poster in your window for a short while during an operation, if asked. You will be helping the RGP to reassure the public and deter hostile reconnaissance and criminals.

You can make a real difference. Please report any suspicious behaviour you may see by calling 20072500 or in an Emergency 199.

It is important to us that we get the right balance between deterring and detecting criminals whilst not upsetting our residents and visitors. We are always looking for feedback, both good and bad, to help us to keep Gibraltar safe – please contact us by email at **servator@royalgib.police.gi** to let us have your feedback and if you have any queries or concerns.

Q & A For Community



Why has the Royal Gibraltar Police adopted new tactics?

The Royal Gibraltar Police is the principal civilian law enforcement organisation in Gibraltar, and is both responsible for and committed to the security of Gibraltar. The RGP has acted proactively in being willing to try new tactics to achieve this aim. The project's successful

implementation across several cities in the UK together with the relatively small size of the force and its role in protecting our community's residential, tourist and business areas means Gibraltar is an excellent platform in which to trial these new tactics as routine business.

Does this mean that the Royal Gibraltar Police is anticipating a terrorist attack? Has the threat level gone up?

No. We have recently conducted a thorough review of our Policing methods for a range of criminal activities. We know that the new tactics will enhance our effectiveness as a force in protecting Gibraltar from a wide range of crime, including terrorism.

How else can I help or be involved?

We cannot stress enough how much you can help by telling your staff and customers about Project Servator as, together as a community, we've got security covered. Your support by displaying posters and by reporting any suspicious activity to us immediately is vital in helping us to keep Our Community safe for everyone to enjoy.

Who do I need to speak to if I suspect someone of carrying out hostile reconnaissance?

If you suspect it, don't hesitate to report it. If you believe there is an immediate threat, please call 199. Otherwise, please call 20072500 or email us at servator@royalgib.police.gi.

What should I tell my staff?

You should tell them that Project Servator:

- Is being run to help protect Gibraltar and everyone who works, visits and lives here. This is not in response to an increase in the threat level or a potential attack.
- Comprises a series of innovative, proven and effective methods to help deter and detect criminals
- Consists of highly visible operations that will occur randomly across the Gibraltar, at any time
- Officers may come in during the operations to inform and reassure both customers and staff about what's happening.

And that they:

1. have an important role to play in helping inform and reassure customers
2. Should report any suspicious behaviour immediately. If you believe there is an immediate threat, please call 199. Otherwise, please call **20072500** or email us at **servator@royalgib.police.gi**.

What should I tell my customers?

You should tell them that Project Servator:

- Is being run to help protect Gibraltar and everyone who works, visits and lives here. This is not in response to an increase in the threat level or a potential attack.
- Has been specifically designed to deter and detect criminals
- Can happen anywhere across Gibraltar at any time

If they want further information they should speak directly to an officer in the area or visit the RGP website at www.police.gi.

Will this affect my business? Will my customers be put off by the police presence?

No. These new tactics have been carefully designed and tested to reassure the public as well as deter and help detect criminals. However, your help is key and you have a very important role to play, by helping us reassure customers and visitors directly. However, we are keen to ensure that Project Servator does not have any negative effects on your business. Through our continued community engagement, we will be able to address any unforeseen issues.

You said these methods are effective in detecting criminals. What evidence do you have for this?

Rigorous research has been carried out across London over the past few years, particularly in areas of high footfall. This research has consistently shown that about 25% of those stopped as a direct result of using these tactics led to an outcome such as an arrest or caution. Traditionally, random stops only generate less than 5%.

What if I say no, I don't want to help the force keep Gibraltar safe?

We would like to be able to secure your support to help us in protecting Our Community but there is no obligation to assist us.

How will I know when Project Servator is active in my area?

A very important aspect of the tactics is the unpredictability of size, type and location of the deployments. These will be decided by the duty officers on the day. As such we cannot inform you in advance when they will occur in your area. However, we will address any concerns or issues you may have as a result of a deployment.

Why should I support Project Servator? What's in it for me?

Gibraltar is a real community and, by lending your support, you will be joining others in doing your bit to help the Royal Gibraltar Police to keep Our Community safe. You will also be helping us to cut crime, thereby creating a more pleasant environment for everyone who lives, works or visits Gibraltar.

Will I receive payment?

There is no financial reward for your co-operation.

For further information on Project Servator visit:

Website: www.police.gi

Facebook: [/royalgibpolice](https://www.facebook.com/royalgibpolice)

Twitter: [@rgpolice](https://twitter.com/rgpolice)

Email: servator@royalgib.police.gi



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