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# Maltconews

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www.maltco.com

## International recognition for Maltco through ISO/IEC 27001

Maltco Lotteries Ltd has received an international certification that has placed a spotlight on the company's diligent practice when it comes to its best practices. This certification – Certification ISO/IEC 27001:2013 – has been awarded to Maltco Lotteries as a recognition of the company's strategic commitment to maintain a visible and documented security environment across its operations, in a sector which is also known as Information Security Management System (ISMS).

This certification is an international one and guarantees that Maltco Lotteries effectively manages the running of the company and its operations.

Within the Gaming Industry, such a certification plays a critical role since it ensures that all the procedures, policies and controls established by the accredited company fulfil the highest international standards. In addition, this certification serves as an assurance for the players, the public in general and society at large as regards Maltco's games and services which are secure, good quality and of a high standard.

In order for the company to obtain such a certification, a group of Auditors from TÜV Nord have visited the company and have carried out a detailed audit of all the company's functions, assessing the level of management, organisation and operation of



The ISO certificates achieved by Maltco Lotteries - recognition for the company's diligent practice

“ An important achievement in the Gaming Industry ”

the company and its lottery/betting systems that support altogether the company's games and services.

The auditors have inspected a number of departments from Maltco Lotteries and analysed the work carried within the Administration Department, the Sales and Marketing Department, the Information Systems Department and the Finance Department. The auditors have also interviewed a number of staff members from the mentioned departments so that

they may obtain the necessary information in order to be able to come to a concrete decision.

An important element which is crucial within such a certification is the management of the Live Draws which the auditors have inspected the studios themselves and have been shown the procedures which Maltco follows for every live draw. This continues to help players and the public to believe in the safety and trustworthiness of the games offered by Maltco Lotteries.

With this certification in hand, Maltco will definitely be more motivated to work towards achieving more successes based on diligence, transparency, and security.



Commentary

## Maltco... a protagonist in Gaming

An industry which is growing at a fast pace is that of Gaming. A few years ago, it was not a subject that one talks about, however nowadays it is an industry which employs hundreds of people. This means that, this industry is one of the most important contributors in the Maltese economy.

We, who are involved directly in this industry, are proud that we have been amongst the first to starting our operations from scratch until we have started to write our success story. This also means that we are working within an industry which is becoming more and more keen and competitive as time goes by.

Nonetheless, we as Maltco like to challenge competition since this helps us to continue to become stronger through our operations and this leads us to continue offering high quality products and services to all those who try their luck by playing our games.

I am stating all of this due to the fact that we have now been certified with an ISO Certification – one of the most important certificates that Maltco has obtained so far. This is an important international recognition which continues to boost and reward us for working professionally, efficiently and transparently in all of our operations.

It is important that one appreciates that a company like ours is certified – this means a lot to us since all those players who try their luck may rest assured that we operate and provide our games in the most professional and efficient way possible.

Also, one must not forget that this is not the only certification that has been awarded to us, as we have recently been given twice the recognition as regards Responsible Gaming by international authorised associations.

We are proud that we are promoting our company, and the name of Malta.

**Dr Ioannis Katakis**  
CEO - Maltco Lotteries Ltd



**U\*BET**  
www.ubet.com.mt

**1000<sup>th</sup> Edition** 2004-2014

| NEW                |                                 |
|--------------------|---------------------------------|
| Most Recent Left   | W = Win<br>D = Draw<br>L = Loss |
| RECENT PERFORMANCE |                                 |
| HOME TEAM          | AWAY TEAM                       |
| WWWWW              | LWWLD                           |

**1** You can now know each Team's recent performance - This will help you to make more intelligent predictions.

**2** For the 1000th issue the U\*BET Team introduces 2 new bet types on the printed programme, previously found only on www.ubet.com.mt

| NEW        |         |         |
|------------|---------|---------|
| FIRST HALF |         |         |
| 1X (DC)    | 12 (DC) | X2 (DC) |

| NEW         |         |         |
|-------------|---------|---------|
| SECOND HALF |         |         |
| 1X (DC)     | 12 (DC) | X2 (DC) |

An important chapter in the history of Maltco Lotteries - the 1,000<sup>th</sup> edition of the U\*BET programme

## At the beginning of another football season...



September signifies the start of another football season for quite a number of European countries. After summer, the championships will be starting again with another exciting football season for both the Maltese and Gozitans to enjoy.

Maltco Lotteries will continue to offer the U\*BET game which is one of the most sought after games when it comes to football enthusiasts who are willing to try their luck and indirectly share the excitement that these football games bring about.

The most popular games which are showcased within the U\*BET programme are the English Premiership and Italian Serie A games, however these are not the only games but additionally

there are also games from the Champions League and the Europa Cup.

There are a number of ways through which players may try their luck with the U\*BET game since this allows players to play their favourite game type. Nowadays, the game of U\*BET has enlarged its variety of game types even because games are played throughout the week – unlike a few years ago where games were played only during the weekend. Nowadays, things have changed significantly.

Thanks to the investment that Maltco has been carrying out through the HORIZON system, those who try their luck are able to get the necessary information prior to finalising and placing a bet.

## The publication of the 1,000<sup>th</sup> edition of the U\*BET programme

The 18<sup>th</sup> of September 2014 will be marked as a special day on Maltco's calendar during which the 1,000<sup>th</sup> edition of the U\*BET programme was published since 2004. This programme is published three times a week and is distributed within the authorised shops of Maltco around Malta and Gozo for the benefit of players at the Points of Sale. It is also distributed with The Times, The Malta Independent, and The Sunday Times. The U\*BET programme is a Maltco product which is highly sought after by a number of players that like to try their luck through the games offered on the printed programme, which may be found from all Maltco authorised shops.



Maltco Lotteries continues to enlarge its spectrum of services to reach a larger client base

## An increase in the opening of new and modern points of sale

Throughout the past months Maltco Lotteries Ltd has inaugurated four new authorised shops which are located in Fgura, in Naxxar and in Marsa.

Maltco Lotteries has fully equipped these four branches with latest technology including the HORIZON system spread out on a minimum of eight television sets to ensure players are given out the latest updates and information. Without any doubt, this system assists the Maltco Lotteries Agents since the information is always up-to-date thus in turn allowing the agents to be able to help their players who seek assistance whilst giving their luck a try as regards to that particular game.

All the information provided through the

HORIZON system is kept up-to-date by the Maltco Lotteries headquarters, and this information is updated immediately through the system therefore players may have access to the latest information possible.

The new points of sale which are being opened nowadays enjoy ample space and allow players to stay more within the point of sale as it offers a much more relaxed ambience and comfort. In fact, players have the facility to sit down around tables and this allows them to focus more on which games to play and how. It also gives them the privacy that they want. Also, branches which have an air conditioning system offer greater possibility for greater entertainment.

## Choose your numbers for the Grand Lottery game

Did you know that you may choose your numbers in the Grand Lottery game?

It is a known fact that the Grand Lottery game, which is drawn every Friday, is increasing its popularity as time goes by. However, only a small number of people are aware of the fact that the Grand Lottery offers players to choose their favourite numbers for the first two sets from the ten available per ticket. One may choose numbers for just one set or for the first two sets present within one ticket. Due to such possibilities, one may not only choose his favourite numbers but also numbers which are associated with birthdays, other important days, or special events...

### Reactions

## 227 Maltco agents in Malta and Gozo

During this year, the family of agents has welcomed four other new ones spread in the Maltese Islands, two in Marsa, one in Fgura, and one in Naxxar.

Maltconews has asked these four agents for their own comments:

■ Christopher Attard (POS 365 in Marsa) explained that this is one of the most exciting and positive experiences which gives him satisfaction not only because he gets acquainted to a number of people but the work itself is somewhat exciting and it is his dream to expand his business.

■ Felix Mifsud (POS 362 in Marsa) said that those who try their luck with Maltco Lotteries enjoy a number of benefits which include confidentiality and immediate cashing of winnings. When compared to other gaming companies, these require your personal information whereas with Maltco Lotteries, the players are kept anonymous.

■ Matthew Camilleri (POS 363 Fgura) stated that nowadays, the authorised agents offer players with maximum flexibility and relaxing ambiances inside their point of sale. The branches have now been modernised and aesthetically appealing to players to enter inside the premises. This enhances and improves the experience of the players, making it more exciting and adventurous.

■ Kevin Barbara and Conrad Degiorgio (POS 364 in Naxxar) stated that although their branch has been open for a little time, they have already made quite a number of acquaintances with people who frequently visit their shop to play Maltco's games. They look ahead so that they will continue to grow their business since the market is still developing and will allow others to continue writing Maltco's success story.

Meeting with...

## Maltco Lotteries has increased its product range and its market potential



Joseph Farrugia may be considered as an expert in the field within the Department of Public Lotto since he has been working on a part-time basis since 1985, and later on till nowadays on a full-time basis and he also employs nine people (four on a full-time basis, and five on part-time basis).

Maltconews has visited Joseph Farrugia inside his fully-equipped shop located in Rahal Gdid – proof that not only is he committed to his work but also the investment that he has carried out throughout the years because as he stated – he truly believed in the professionalism of Maltco Lotteries.

With a smile on his face, he told us that his experience within the Department of Public Lotto has been quite varied in the sense that he has been in points of sale located in Blata I-Bajda, then in one located in Sliema. Additionally, he served from two branches in Hamrun until he ended up in a small branch in Rahal Gdid. He reminded me that the work was always carried out manually and it lacked hygiene as carbon copy papers were used to create copies of the purchased tickets.

In 2004 Maltco Lotteries started to function in Malta and it had already been noticed that there was going to a big step forward. “I was one of the first to work with Maltco Lotteries and believed that this company wanted to write a success story – and from its first meetings with its agents, the message was always clear from the very beginning – that of working professionally throughout its operations.”

Joseph Farrugia, whilst reminding us that until the 2004 there were only three games being offered, being the Lotto, Super 5 and Scratchers, Maltco started providing new games in the market. “Then we started walking away from the way of thinking under the Department of Public Lotto and introduced ourselves to fresher ideas which Maltco has brought with it in Malta. He stated that he admires that the company as a whole stays



Joseph Farrugia: During the past decade Maltco achieved a lot...from which the Agents gained

“ Maltco brought great changes and reached various milestones ”

in touch with its agents on a continuous basis. Regular meetings and consultations are also carried out so that the operations run smoothly. Training is another feature which Maltco bases its operations on so that the agents are knowledgeable about the games, in order to provide the best of service.

Joseph Farrugia explained that Maltco's message was that should they be capable of

working, this in turn would result in helping them gain more in terms of their business. “And that is what happened to all those that invested in their business professionally.”

All in all, Joseph Farrugia added that this has led Maltco to increase its potential of the market and more people started to try their luck through the Maltco agents. “This has also led those who wanted to work seriously and gain money, to invest more in their business. In other words, this is the same story which I have been living through Maltco.”

### Experiences...

#### Positive...

Joseph Farrugia stated that “nowadays the work load has increased to a point where we have to open even on Sundays so that players who wish to play on U\*BET and other games – since we now offer a greater spectrum of games, may be given the service that they require.”

#### Of happiness...

Joseph Farrugia said that operations have grown along the years and he also manages another point of sale in M'scala. Thanks to the huge work load, he employs nine employees, some full-time and some part-time. These work on shift basis so as to open the shop for a large number of hours, so as to be of service to their players.

#### Satisfaction...

Joseph Farrugia explained that when he was faced with the opportunity to invest in his business, he took the chance and bought another shop in Paola, whereby he is now the owner of a state-of-the-art shop fully equipped with technological machinery including the HORIZON system and offers a relaxing environment to his players.