

Aquatic Resources Malta (ARM)

WHO WE ARE

Aquatic Resources Malta (ARM) is Malta's government agency dedicated to research in fisheries and aquaculture. ARM strengthens scientific knowledge, supports evidence-based policymaking, and promotes sustainable practices in fisheries and aquaculture. Its mission is to deliver high-quality research, ensure accurate and timely data collection, and provide the scientific foundation needed to safeguard aquatic ecosystems for future generations. Through collaboration with national and international partners, ARM drives innovation, enhances human capacity, and contributes to sustainable aquatic resource management.

ARM's vision is to become a leading Mediterranean centre of excellence in aquatic research. As part of its commitment to public engagement and environmental education, ARM offers educational tours to the general public. These visits, which provide insight into the Agency's work and the importance of aquatic conservation, are available by appointment through an online booking form.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link https://www.servizz.gov.mt/en/Pages/Environment_-Energy_-Agriculture-and-Fisheries/Fisheries/Fisheries/WEB-04328/default.aspx

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 15 – 20 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: visitarm@gov.mt
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed.

When you contact us by letter or email

We will send an acknowledgement within 1 working day from receipt of your letter or email

Appointments

Appointments can be made through our website.

HOW TO CONTACT US

- o Aquatic Resources Malta, Fort San Lucjan, Qajjenza Road, Marsaxlokk, Malta, BBG 1283
- o <https://visitarm.gov.mt>, or <https://aquaticresources.gov.mt/>
- o Contact us: aquaticresources@gov.mt – +356 2292 6900

If you would like to visit our research facilities and join a guided tour, you are kindly asked to apply through our dedicated online booking form. Once you submit all the required information, you will receive a notification with the booking details and the guidelines to follow prior to your visit. If your preferred date is fully booked, you will be notified automatically. Should your confirmed visit need to be cancelled – for reasons such as weather conditions or other unforeseen circumstances – you will be contacted and offered alternative dates.

On the day of the tour, it is important to arrive at least 10 minutes beforehand. Visitors will be welcomed and guided by a dedicated officer or team. During the tour, you will have the opportunity to visit several of our research facilities, learn about our ongoing research and the various species we work with, and meet our dedicated staff. The tour typically lasts around 45 minutes.