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MFSA Receives Award in Human Resources as It Continues to Place People at the Core of Its Mission

The Malta Financial Services Authority was awarded the Overall Highest Achiever title at the FHRD's annual conference held in October. The MFSA received this year's award upon obtaining the HR Quality Mark, which recognises the Authority's commitment to placing people at the centre of the organisation.

The HR Quality Mark, established by FHRD in 2019, is a rigorous certification awarded to organisations that demonstrate exceptional standards in HR practices, strategic alignment, and workplace culture. The MFSA joined another 13 organisations that obtained the HR Quality Mark this year, following a thorough audit by independent assessors who evaluated the Authority's HR policies and practices across six different categories, namely, strategy, talent, engagement, career, efficiency and relations.

Commenting on this achievement, MFSA Chief Operations Officer Ivan Zammit said: "To achieve MFSA's broad and intricate mandate, it is vital for the Authority to attract, retain and develop talent by aligning the people strategy to the changing needs and organisational objectives. Our HR Strategy reflects our core values of integrity, trustworthiness, dependability, excellence, and independence, and aligns with our strategic priorities. The attainment of this FHRD certification underscores our commitment to nurturing a supportive and conducive work environment where employees can grow personally and professionally."

MFSA's commitment to HR excellence includes continuous investment in talent development, employee engagement, and fostering a diverse and inclusive environment. This latest recognition follows a series of HR initiatives that have contributed to high employee engagement and retention, aligning the HR strategy closely with the Authority's vision and objectives.

This achievement aligns with MFSA's core mission to empower its people to achieve their full potential while contributing to a thriving workplace and community. As the organisation continues to grow, its HR team remains dedicated to enhancing the employee experience and promoting a culture of inclusivity and high-performance.

One of the institution's flagship initiatives in talent management is the establishment of its Financial Supervisors Academy - an in-house training academy dedicated to enhancing the skills and knowledge of employees. The Authority also sponsors tuition fees for certified

courses as part of its self-development scheme, supplemented by study leave, enabling employees to acquire new qualifications relevant to their career goals.

When working with Malta's single financial services regulator, employees also have the opportunity to participate in secondments at other EU regulators and European Supervisory Authorities. This experience contributes both to their own professional growth and the development of the MFSA's workforce.

MFSA's Head of People & Culture Antoaneta Iossifova commented: "Achieving the HR Quality Mark is a testament to our unwavering commitment to creating an environment where every one of our now 520 employees feel valued, empowered, and inspired to contribute their best toward our shared success. Achieving this milestone reflects our dedication to fostering an inclusive, supportive, and high-performing workplace culture that empowers our people and drives our organisation forward. I am incredibly proud of our HR team and grateful for their passion and hard work, which made this possible. This recognition inspires us to continue setting the standard for HR quality and integrity."

About MFSA

The Malta Financial Services Authority (MFSA) is the single regulator of financial services in Malta, covering banks, insurance companies, investment services, trusts and pensions. In 2018, the MFSA became the first European regulator to develop a framework to regulate virtual financial assets. The MFSA's mission, as enshrined in its Strategic Statement, is to enhance its position as an independent, proactive and trustworthy supervisory authority with the main purpose of safeguarding the integrity of markets and maintaining stability within the financial sector, for the benefit and protection of consumers. The MFSA licenses over 2,000 entities to operate in the financial services sector.

