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Prishtina, December 2014
Introduction

This is a joint project of the four Ministries of the Government of Kosova, whose objective is the promotion of its four agencies, such as: Police, Security Forces, Customs and Correctional Services.

This cooperation between the four agencies intends to empower women, raise awareness and emphasize the contribution of women in security. This project was realized also in order to motivate women to choose a profession in uniform.

Today at work, women proudly and with high professionalism succeed at being equal partners with men and thus contribute to the security of citizens and for the good of the country.

Women today are involved in all organizations and contribute in all executive levels in organizations such as: Police, Security Forces, Customs and Correctional services.
MINISTRY OF SECURITY FORCE / KOSOVO SECURITY FORCE

Kosovo Security Force (KSF) is a young, professional, multi-ethnic, lightly armed and uniformed Security Force, which is subject to democratic, civilian control and which is established on January 21st, 2009, has a total of 2,500 active members and 800 reserve members. The mission of the KSF is to conduct crisis response operations in Kosovo and abroad; civil protection operations within Kosovo; and to assist civil authorities in responding to natural disasters and other emergencies. Such duties will include search and rescue operations; removal of the explosives; control and clearance of hazardous materials; fire fighting and other humanitarian assistance tasks. KSF will represent and protect all the people of Kosovo.

Development of KSF is based on best democratic practices to provide a “force for good”, which is under civilian democratic control and is acceptable to the nation, neighbours and NATO. KSF recruitment campaigns encourage members of ethnic communities and women to become part of the KSF. Women in uniform serve in all units of the KSF: Ground Forces Command, Operational Support Brigade, Rapid Reaction Brigade, Training and Doctrine Command, Headquarter subordinated units and the Ministry of Integrated Security Force Kosovo (MKSF).

In MKSF and the KSF, gender equality is included in the implementation of policies and plans at all levels, and both institutions are committed to implement such principles and policies.

MINISTRY OF FINANCE / CUSTOMS OF KOSOVO

One of the first institutions created after the war in Kosovo in 1999 was Customs, which officially began operations on September 3rd, 1999. It was established as the Customs Service of UNMIK Pillar of the ELJ to ensure the free and consistent application according to customs rules and other provisions. So, after a transition process on the 12th of December 2008, UNMIK Customs Service was transformed into Kosovo Customs. The new Customs Code was adopted on 11th of November 2008 by the Assembly of Kosovo who also enabled this transition. Kosovo Customs has progressively developed and contains every element of modern Customs since its founding, in control of revenues, establishment and development of systems, promoting communication and cooperation with the business community, building human capacity and professionalism, intelligence and anti-smuggling elements, policy and legal units along with the central Directorate functions.

MINISTRY OF JUSTICE / KOSOVO CORRECTIONAL SERVICE

Correctional Service of Republic of Kosovo was established in 1999, under the first pillar of justice, initially by functionalizing Detention Center in Prizren, to continue with the consolidation of infrastructure in other institutions: Dubrava, Gnjilane, Lipljan, Pec, Mitrovica, Pristina, Smrekonice, the construction of Lipljan Detention Center and High Security Prison in Gerdovc.

Correctional Service has its own structure and has the following basic organizational units: Central Directorate with headquarters in Pristina and correctional institutions. Central Office of the Correctional Service, monitors, supervises the legality of work and action of organizational units of Corrections and Correctional Institutions.

KCS mission is re-socialization of prisoners and correctional educational measures during the sentence and their reintegration into society, always respecting their fundamental rights regardless of race, language or religion and provides a safe environment for staff, inmates and society. KCS vision is to develop an advanced service, which will operate in accordance with the law, regulations and international standards.

Correctional Service is committed to promoting equality in all spheres of work, acts respecting gender equality, ethnicity, the right of opinion and belief, social status, etc. These are proven to staff and inmates employed under our care.

MINISTRY OF INTERNAL AFFAIRS / KOSOVO POLICE:

Based on the most advanced principles of human rights and law enforcement standards, with the support of local and international institutions, in September of 1999 Kosovo Police was established, as a law enforcement institution built on values which, above all promote advanced professional standards, as well as dealing with the representation of women and its rightful role in an organization such as KP. Kosovo Police Mission is to provide law enforcement in Kosovo in a professional, effective and efficient manner. The strategic objectives of this institution are: to protect life and property, maintain public order and tranquility, to prevent and detect crime, to protect the rights and freedoms and to treat equally to all citizens regardless of race, color, religion, gender and age.

Under the current organizational structure, the Kosovo Police is organized in two levels: central and local. General Police Directorate is centrally responsible for all of Republic of Kosovo. The local level includes Regional Police Directorates, responsible for regions comprising specified municipalities, police stations that are responsible for local policing within each municipality, and police substations - responsible for local policing within specific areas of a municipality.

Implementation of the new cultural standard of the Kosovo Police and the establishment of promoting the values, have transformed this institution into an example for all institutions and evidence that gender equality is not just a rhetorical habit, but a reality which must deepen and advance daily. Based on the capacities and the resolve of women in the police, the continued support of management at KP, as well as other institutions and organizations, in particular the UNWomen, the creation of the Association of Women in Kosovo Police was achieved, which is already a member in such international organizations.

Women’s Association of the Kosovo Police in its ranks currently counts about 500 members, and it includes uniformed staff, civilians as well as male members.
Valbona Kerolli
Position: Second Lieutenant, Platoon Commander, Third Battalion of the Rapid Response

I am an officer with the rank of second lieutenant and platoon commander. My duties are to manage the training of members in performing their duties in accordance with the mission of Kosovo Security Force. I also supervise and hold responsibility for their welfare within and outside the barracks, their level of discipline, personal development and with special care I follow their career developments in the future.

The best part of wearing the uniform is that the privilege has been given to me by the people as the bearer of the testament of the martyrs of the nation that we will build and develop our country.

I never waste my precious time analyzing gender differences. I think that equality is defined by work and dedication, so I feel equal and very often I even have a great advantage over my male colleagues.

The military profession is special due to the simple fact that the service always comes first. This does not mean that this profession affects your devotion to family and private life in general. On the contrary being military means to be very well prepared in dealing with civilians. People who practice this profession are highly responsive to family and society.

Women in uniform are generally respected, but I think that people should be more aware about the fact that in the modern world the presence of women in the military is necessary.

Vital part of an undefeated country is an undefeated army, so I ask from you to join Kosovo Security Force without any dilemmas, and help build a professional army, which would change once and forever the bitter course of our history.

The love for your country should be unconditional. When I say love for your country I mean the love you show through work, honour, personal courage, mutual respect, integrity and loyalty towards the values of the nation.

Manushaqe Nura
Position: Sergeant, Nurse in Medicine Company

The medical company has three evacuation teams that are always on standby, I am responsible for the operating procedures, always in coordination with my superiors about where and how we should proceed with a situation.

To prove the value and importance of the uniform, I postponed any commitment I had in my private life, intending to give a greater contribution to the military life.

Of course, facts show that we continue performing our duties as in times of war as well as in peace, and a month ago I was part of the academic staff in a field exercise that was held in Slovenia, which was attended by many states.

Even though it is an ongoing work, I am married with two children, and always thanks to my family I am able to continue my master degree studies in the Law Faculty, where I am almost finished.

During fieldwork we conduct in cooperation with various organizations, they are satisfied, and have confidence in the medical services we offer to them.

I encourage all women to be confident, accountable and acquire the knowledge and courage to join Kosovo Security Force, because KSF offers great opportunities for an ongoing education and a safe career.

Despite barriers and difficulties which you can encounter during work, high human values, great responsibility and commitment at work will always make you successful. You should be persistent in achieving your goals. We can, we know how and we can make it.

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Nita Vula  
**Position:** Corporal, Deminer in Demining Company

I perform the function of a deminer where I remove mines which were left from the last war in Kosovo. It is a lot of hard work and highly risky, and therefore many men might be afraid to join our unit.

For me it is a great privilege to wear the uniform of the Kosovo Security Force and to value my country. A woman in uniform is of great importance to the people of Kosovo, because it gives people hope for the future of the country.

While performing my duties I feel very equal to my male colleagues, but in some occasions due to the high risk and the fact that the task is very difficult I am excused. My colleagues always support and respect me and my job which is hard and yet noble.

My work does not interfere with my private life at all. For me, priority is to carry out my professional duties in the best way possible, and then to better coordinate my private life.

I believe that the citizens of Kosovo acknowledge the contribution of women in Kosovo Security Force, always taking into account that women who have decided to serve their country in the most honourable way are of special value.

I encourage all women who want to become part of Kosovo Security Force to have no dilemmas regarding this decision, because being a member here is a wonderful and very special feeling. Wearing the uniform of KSF means that you are ready to serve your country in a very special way and become part of a better future.

The determination of a woman to be a member of the Kosovo Security Force is the key element. You should also feel strong enough to face all the challenges that can come during work.

Jasmina Shabanovic  
**Position:** Private, General Duties in Company 2C of Second Battalion of the Rapid Reaction

I work in the administration of Second Battalion in Istok. My responsibility is to manage the necessary documents for the administrative functioning of a company. Also, together with my colleagues, I participate in marches, field exercises, in various internal and institutional trainings, etc.

For me, wearing the uniform is an honour and a privilege. I like how I look in it, and in the eyes of the people I represent the soldier who serves his people. Also, a woman in uniform is of great value and gives hope to the people of Kosovo.

I have a great deal of respect for my male colleagues and I can rely on them for everything.

My work does not interfere with my private life, regardless whether I am serving my regular working hours or when I am working overtime. During field exercises we are committed to our work for 24 hours. People around respect me even more because I serve in Kosovo Security Force, I enjoy the admiration of the people of Kosovo, even when I am dressed as a civilian.

People are not sufficiently informed about the presence of women in Kosovo Security Force, which is why they are surprised with the image of a woman in uniform. It should be noted that a woman in uniform is a pleasant image respected by civilians.

I propose to all women who wish to become part of Kosovo Security Force to not have any dilemmas about this job, because even though it is challenging, it also has many beautiful proud moments. It is nice to feel equal to men and to challenge yourself in all military areas, and to prove that you are capable and prepared for all challenges.

A woman first must be determined to become part of the Kosovo Security Force and feel strong enough to handle all challenges. She must be aware of the importance and the honour of wearing the uniform.
By profession I am a jurist and I work in the subsector for legal procedures and advice within the Legal Department and human resources. I mainly work in the field of legislation, I offer legal advice, interpretation of provisions of the legislation, legal interpretations, drafting of bylaws, etc.

Even though wearing the uniform is mandatory it must also be seen as a privilege, and I am responsible for delivering quality services within the framework of the institution.

Since we perform the same job we have the same function and we are highly respected by our male colleagues, so I can freely say that there is respect and gender equality in our institution.

Since I work 8 hours a day I try to not fall behind with my activities outside of work and my family obligations, and as a mother I have the unconditional support of my family.

The citizens’ acknowledgment of the contribution of women in uniform is relative; the level of support could be higher.

I encourage all women that still have dilemmas to join this institution even though performing your duties as an officer in uniform is a challenge it is also truly an honour and pleasure to be part of the institution.

I think confidence, will, dedication towards work and professionalism, are the essential and key elements to the desired success.

Krenare Shala
Position: Head of Unit – Rank OD3

The responsibilities I have and the duties I perform within the framework of my function are largely about analyzing, processing, evaluation of data imports and exports, identification and prevention of irregularities that occur during and after the clearance procedure of goods. Also under agreement, I cooperate with other law enforcement agencies.

I consider being part of a uniformed staff or part of the success in the service of citizens a privilege. Wearing the uniform is also a responsibility since we have to perform our duties accurately, be up to date with changes, trends and developments, aiming to provide a transparent and efficient service.

Gender equality is also a fundamental value of the development of democracy. While performing my duties I am completely equal to my male colleagues that is how I achieve the goals and objectives set forth in strategic plans.

I manage my time and coordination of professional obligations and those of my private life by setting some principles at work and also in my private life. Among principles which help me manage my time are: setting priorities, planning and organizing tasks that must be carried out in time, setting specific goals, etc.

Opinions and evaluations from citizens are various. Based on my long experience as a uniformed officer of Kosovo Customs, I think people appreciate the positive contribution of the uniform and they certainly have seen the positive effects in the society.

To build a democratic and legal state, where citizens’ rights are protected and guaranteed by the state law, the contribution of women is necessary for a better political, economic, social and cultural development.

In order to be successful, a woman must first have self-confidence, willingness to work, should show her commitment to perform duties, be professionally prepared and respect the code of ethics.

Shenaj Ymeri
Position: Senior Customs Officer
Valbonë Ymeri
Position: Head of the Investigations Unit

I work as head of unit in the investigations sector at Kosovo Customs, where I investigate different cases, perform interviews, raids, investigate various requests, enforce orders, draft charges and specific reports for the Prosecutor, etc.

Each institution of the Republic of Kosovo has its own responsibilities, but uniformed people have two, the first one is the duty and the other one is wearing the uniform, because when we do that not only do we represent ourselves as a person but we also represent the institution.

I guess we are equal and each of us has their responsibilities, and so far while performing my tasks which are within my official function I have never felt discriminated from my male colleagues, we always have an excellent communication and always help each other out.

I can coordinate my professional obligations and private life with the help of my strong will, love and devotion at work, never overlooking the great support from family.

I think that citizens positively assess the contribution of women in uniform.

Women that want to have a position in uniform, they just have to choose the profession they love and never hesitate to be part of it, because that is not an obstacle to a successful career.

As for my opinion in order to be successful at work, you first must love and appreciate what you do; positive energy, commitment and great dedication must be part of it too, and then success is guaranteed.

Luljeta Spahiu
Position: Customs Officer

As a customs officer I am situated at arrivals at the International Airport "Adem Jashari" and my duty is to check passengers and their luggage, I am also entitled to write customs offenses and customs administrative fines.

I consider wearing the uniform a privilege and a responsibility and I try to perform my duties based on legal competencies and responsibilities, always respecting the uniform of the institution.

Cooperation with male colleagues is very good; they are very friendly and respectful, which is the essence of every activity of our organization.

With great commitment although it is quite difficult, I try to make some time for my family and personal obligations.

When people see us in uniform they compliment us for our dedication and respect us for the work we do.

Being in the service of citizens is the greatest opportunity you can have and your gender never interferes with your function.

To be part of the uniform women have to be committed to their duties, have a strong will, courage and patience.
Fatilda Mustafa Vuniqi

**Position:** Correctional Officer of the Transportation Unit

Since I am a security officer, I am responsible for many tasks pertaining to the security sector, such as checking the premises within the pavilion, the safety equipment to ensure their functionality, managing the visits of prisoners from their lawyers, family members, and searching the (female) inmates and visitors during any entry and exit.

The uniform makes me more authoritarian while performing my duties, but nevertheless I also consider the opportunity to be part of the Kosovo Correctional Service a privilege.

I feel equal and we are also treated as such at work since we have the same duties and responsibilities without gender differences. Collaboration and support of male colleagues makes us even more successful.

With a good coordination of my duties, I am able to perform all of them with full responsibility, and also manage my family obligations, since I am a mother, a wife. I have the full support of my family.

I think that the work of women in uniform is appreciated to some extent by citizens, but not as much as their contribution deserves.

Do not hesitate, remove all dilemmas and choose a profession where you can wear the uniform, since we, women, can contribute in these institutions just as in any other one, here you will have institutional support and you will also have the support of your families.

Any educated woman who is confident, will succeed in such a profession and in these important state institutions, since they have the opportunity which earlier generations had not.

Shpresa Bllacaku

**Position:** Supervisor at the Executive Office Oversight

I coordinate the admission and release of prisoners according to the law and prison regulations based on the court verdict, verify the inmates' identity, calculate the sentence, enter data in the prison's database, maintain the prisoners' files and prepare cases for parole panel.

It is a great privilege to wear the uniform of the Kosovo state institutions; it has been my dream since childhood to be a part of the uniform, which finally came true.

At work, duties and responsibilities are the same for the whole staff without gender differences and we achieve success through collegial cooperation.

The right time management during working hours gives me the opportunity to concentrate on my duties and obligations and successfully perform them; I also manage to organize my private life since I am a mother and a wife.

Yes, our values, accomplishments, successes, attitudes, judgments and behaviours towards others, remain to be evaluated by citizens. They reflect what is important to each of us as individuals. Our true values are reflected in our behaviour at work, on the streets and everywhere.

For women who consider education as the primary element of life, they need to further push their dreams and add courage to join other colleagues in uniform. That is why women should not have dilemmas, because they can work, be successful, and advance at work just as men do.

Each person during his/her lifetime faces different challenges, whether big or small, but if a person is confident and patient, and if they love the uniform, I believe they will be successful in every sphere of life.
Jelena Cvejiq
Position: Correctional Officer

Duties and responsibilities within the function I perform are to monitor and control the prisoners, their movements and behaviors, education and maximum safety during transportsations outside the institution during their trial.

The work that has been trusted to me is a privilege. While performing my duties I am absolutely equal to my male colleagues, because the course which I have finished for the transportation unit officials is the same for everyone, regardless of their gender. Duties and responsibilities we perform as a team during working hours are equally allocated to all of us in the unit.

As a woman that is doing what she loves, I do not have problems organizing my private and professional time. That means that while I am at work and perform official duties I as much as possible detach my private life from work and concentrate on my professional obligations.

I believe that a small percentage of citizens do not appreciate as much as they should the contribution of women in uniform.

From my experience as a woman in uniform I would like to send a message to women, more of them should apply for a position like this and have no dilemmas regarding this and must show their values.

According to me, in order for a woman in uniform to be successful she must be educated, mentally and physically capable, and communicative and she must love her job.

Valdete Bunjaku
Position: Correctional Officer

I supervise, control and monitor the movements and activities of prisoners inside and outside the institution on occasions such as escorts to court, humanitarian visits and medical visits, by respecting their dignity and always relying on internal regulations of the Correctional Institution.

Wearing the uniform makes me feel more authoritative during working hours; otherwise after work I finish my private obligations just like any other woman.

Of course I feel equal to the colleagues I work with, and like everybody else regardless of their gender, we carry out the duties that are assigned to us during working hours.

However with great commitment I perfectly manage to coordinate my duties during working hours and private life.

I think that citizens have a special respect towards the uniform, especially towards women who wear it.

I encourage women who want this uniform, to not have dilemmas, to not hesitate to apply for such positions, to contribute, because we can be successful also in these institutions. The uniform shows that you serve an institution with high civic values.

According to me, in order for a woman in uniform to be successful she must be educated, mentally and physically capable, and communicative and she must love her job.
Position: Operator/Close Protection Unit

Within the framework of my job as a member of the Close Protection Unit in Kosovo Police from me is demanded to be committed and responsible. My duties are to escort and secure local and international personalities. What makes this position more special is the small number of women committed within this unit.

Like all my colleagues, as a member of the Kosovo Police I consider a privilege wearing the uniform and it is an honour to be in the service of the citizens of my country.

During my involvement in the Kosovo Police and while performing everyday duties, the tasks and responsibilities were always allocated equally between us and our male colleagues.

Apart from professional responsibilities, I try to balance my private life and to successfully manage my time, because a good balancing helps me be more successful at work and face responsibilities and challenges that arise.

After the first years of the establishment of Kosovo Police, it has probably been a little difficult for citizens to get used to the role of female police officers, but today I believe that through our work and dedication we managed to earn their respect.

Every profession or job requires dedication, but my profession has never interrupted my private life, so I suggest that all women who want to be part of the uniform find their courage and without any dilemma join the big family of Kosovo Police.

My work within the Close Protection Unit has its own particular specifics, except the fact that you must have basic values in order to be a member of the Kosovo Police, you must at all times also have the courage, dedication and vigilance.
Gylten Kajmakci  
Position: Reaction Unit Office

Since I work in the reaction unit, my duties and responsibilities are to respond to calls immediately after receiving information about a possible felony.

Depending on the nature of the case, we contact the victims, identify the witnesses, collect evidence, arrest suspects and proceed with further investigations.

Wearing the uniform is a big responsibility since it is a very sensitive profession, but at the same time being close to those who need help the most is a great responsibility and feeling.

As always women same as men are an irreplaceable part of the success of the Kosovo Police. It is not easy to be a devoted wife and mother to your family. I believe that each of us must find the extra energy to maximally contribute to both our private life and our police duties. This is made possible by my desire to be closer to citizens who need us.

This belief of mine has not swayed for 15 years since I started my service. I highly appreciate the respect and trust that our citizens have for policewomen.

Personally I encourage every woman that likes the uniform, because she will feel inner fulfillment if she commits to a such profession.

I believe that any woman who wishes have a career in this profession must have high moral and professional values, a firm character, an open-mind, good communication skills and willingness to work.

Nejma Colakovic  
Position: Head of the Investigating Unit

I am a supervisor within Kosovo Police Department of Investigation and I am head of the unit, where a lot of duties about administrative and organizational issues are included. We have a close cooperation with all the teams and units in the regional sector for investigation, I also supervise and manage work schedules etc.

I consider that my profession is very special, and that makes me feel good while performing my duties and responsibilities.

I always feel equal to my male colleagues and always act as such. We have a mutual respect, always helping each other with daily professional duties.

I try by all means to not avoid my agenda and I manage this the best way possible.

Police women are respected in the society, I am very confident about this, as it is also observed during our field work.

I encourage all women to not hesitate and join the uniform, and be proud of being part of the uniform.

In order to be part of the institution a woman has to be educated, well-mannered, and have a clean background.
Kosovo Security Force
Kosovo Security Force (KSF) is the new, professional, multiethnic, lightly armed and uniformed Force. The mission of the KSF is to conduct crisis response operations in Kosovo and abroad.

The total number of KSF's staff is 2500 active members and 800 reserve members, of whom 208 are women.

Kosovo Customs
Kosovo Customs is an executive agency of the Ministry of Finance. Kosovo Customs has a broad mission, starting from the strengthening of the state economy etc.

The total number of women that work at Customs is 132.

Kosovo Correctional Service
Kosovo Correctional Service is the central organ of state administration within the Ministry of Justice, they are professional, independent, uniformed with ranks and partly armed.

The total number of staff in Kosovo Correctional Service is 1605, 111 of them are women in uniform.

Kosovo Police
Kosovo Police is an executive agency of the Ministry of Internal Affairs, which deals with law enforcement in Kosovo.

The total staff number of the Kosovo Police is 8693, 1248 of whom are women.


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