

**POLICE
LIFE**

THE SINGAPORE POLICE FORCE MAGAZINE
2020 / ISSUE 05

THE NEXT-GENERATION FAST RESPONSE CAR



Crime Files: An Online Ring in the Shadows
National Day Parade 2020: Our Officers in Action!

CONTENT SPOTLIGHT



National Day Parade 2020: Our Officers in Action!

Even in this new normal, the show must go on. *Police Life* caught up with two participants of this year's National Day Parade from the Singapore Police Force (SPF). They shared their experiences and challenges that they had to overcome to put up a good show for the nation amid the COVID-19 pandemic.

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The Digital Field Book

The SPF strives to keep up with technological advancement in every facet of its operations. *Police Life* explored how the Criminal Investigation Department leveraged technology to introduce the Digital Field Book, an application that helps to streamline work processes for the investigation fraternity.

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Crime Files: An Online Ring in the Shadows

Hiding in the shadows of the Internet, two men ran an illegal online escort service and lured women into working for them for profit. Read on to find out how Inspector Neo Kim Leng tracked them down and brought them to justice.

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Editor's Note: Some of the photos used in this publication were taken before the implementation of the Circuit Breaker measures in Singapore.

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Let's Get Social!

By Syam Roslan

Check out the Singapore Police Force's Facebook page to find out the latest happenings in the Force! Here are some of the highlights for the months of July and August!

Singapore Police Force
August 5 · 🌐

We're counting down to National Day! 🇸🇬 Meet DSP Lee Ting Wei and ASP Didizulqarnain Bin Cindy, who will be participating in this year's National Day Parade @ Padang in the Police Guard-of-Honour Contingent.

#NDP2020 #TogetherStrongerSG



1.2K

84 Comments 63 Shares

Norman Hill
Wishing Singapore all the best in life in 2020-2021. Be safe and healthy. Have a great birthday Singapore. Thank you SPF for all your great work.. Am inspired by your orderly society.

Falina Hj Omar Bek
So proud of you both, take care of Singapore 🇸🇬

Koh Jenny
HAPPY BIRTHDAY SINGAPORE we are proud to be Singaporeans to live in such a SAFE Country a million thanks SG UNITED 🇸🇬🇸🇬🇸🇬🇸🇬🇸🇬

Singapore Police Force
July 12 · 🌐

Our SPF200 Heritage – The "Ang Chia"

The predecessor of the Police Tactical Unit's (PTU) present day Tactical Vehicle (TAV) was known as the Command Vehicle or Ang Chia ("Red Vehicle" in Hokkien) for its distinctive colour. Its design was based off a modified bus, and it had a raised platform from which officers could marshal riot troops on the ground. It came equipped with a bell and "123X" light box to signal formation changes. "123" indicated the column and section of the riot troops. Amber meant "Return", green meant "Go Forward", red meant "Stop", arrows indicated "Turn Left or Right" and a flashing "X" signalled a baton charge.

#OurSPF200Heritage

This post is part of a series on 200 years of policing in Singapore. Stay tuned in the upcoming weeks to discover interesting insights about our history.

Picture: Police Reserve Unit (PRU) officers keeping watch from a Command Vehicle turret, circa. 1979.



1.9K

189 Comments 413 Shares

Sebastian Kwek
I have served in Foxtroop during my career in the Police Force . And I have to say that the Ang Chia of today have more roles and are better trained then before. Well done SPF 🙌🙌🙌

Richard Lincoln
Thank you for explaining the signage n lighting on the front of the 'ang chia'. Never knew that all these years. 🙌

Masramli Masjur
Did my PNS duties for the last few years with PRU "F" Troop based at Mt Vernon before NS disbandment in 1981. It was fun and always looked forward to do my duties proudly once in 10 days. Really missed those days with my comrades!!

Singapore Police Force is with Immigration & Checkpoints Authority and 6 others.
August 8 · 🌐

This year, as an ode to our national day theme - Together, A Stronger Singapore, our Home Team Departments have come together to sing our version of "One United People" to signify that as a Home Team, we are stronger when united. This music video reflects each Home Team's function in keeping Singapore safe and secure. 2020 has been a year unlike any other, but we are determined to emerge stronger as One Home Team.

The Singapore Police Force (SPF) wishes everyone a Happy National Day! The SPF will continue to safeguard Singapore every day. Stay Safe, Stay Strong, Stay United. 🇸🇬

#NDP2020 #TogetherStrongerSG #OurHeartForSG #OneHomeTeam #OneUnitedPeople #SingaporePoliceForce #safeguardingeveryday



0:10 / 2:46

1.9K

103 Comments 360 Shares

Andrew Constantine Dante
I am proud that we have a good and respectable SPF...Happy National Day SPF.

Junver Flores Patriarca
The music, the lyrics and the melody...wow so great!!!! I love you Singapore... Wish I could go there someday.... Keep safe everyone... Godbless and may God protect among nation!!!!

Singapore Police Force
August 9 · 🌐

[Majulah Singapura]

The COVID-19 pandemic has changed the way we celebrate National Day this year. NDP2020 has a special meaning as we stand in solidarity and pay tribute to our frontline workers.

Our unity is echoed through the Anthem Moment this morning. Let's continue to work together, to keep Singapore a safe and secure home for our future generations.

Majulah Singapura! Here's a clip summarising the SPF's participation in NDP2020.

#SafeguardingEveryDay
#MajulahSingapura
#SPF200
#NDP2020
#TogetherStrongerSG



0:04 / 1:45

1.6K

162 Comments 459 Shares

Dalip Singh
Happy National Day. Thanks for keeping us safe. SPF..Maju lah singapura. 🇸🇬🇸🇬🇸🇬

ACHIEVING ORGANISATIONAL EXCELLENCE THROUGH CONTINUOUS LEARNING

By Syam Roslan

To ensure mission success, the Singapore Police Force (SPF) will focus on continuous learning for its officers so that they are prepared for evolving operational challenges. Read on to find out more!

The Home Team Academy (HTA), which oversees the training and learning development of Home Team (HT) officers, recently launched the HTA e-Workplan Seminar that showcases the latest range of training and learning initiatives using robotics, sensors and virtual reality (VR) simulations.

Enhanced Training Systems

Emphasising the importance of training and capability development, the SPF spares no effort in ensuring the relevancy of its training programmes to help officers better their skill sets and competencies for greater operational effectiveness.



Photo: ST Engineering

In the development of frontline capabilities, the SPF, together with the HTA, introduced several Proof of Concept (POC) projects such as the Live Instrumentation Training System (LITS) and the Mobile TASER Training Target (MTTT). The LITS was designed to enhance police tactical training through data analysis of trainees' activities, movements and performances, allowing for a more comprehensive and data-driven post-exercise review sessions between trainers and trainees.

The MTTT, on the other hand, was developed to replace human role-players during TASER scenario-based training to enhance training efficiency, effectiveness and the safety of frontline officers.



Photo: ST Engineering

Photos: Police Coast Guard



With the aid of technology, the use of VR simulation training, such as the Tactical Boat Handling and Firing Simulator (TBHFS), has allowed officers to gain an immersive training experience in a safe, and realistic environment. The TBHFS comprises four customised simulators that resemble the Police Coast Guard's (PCG) new high-speed patrol and interceptor boats, which can simulate various scenarios and environmental conditions to support maritime training for the PCG officers.



Photo: Home Team School of Criminal Investigation

Development and Progression

Aside from upgrading our officers' operational skill sets, the SPF has also explored programmes that would benefit officers' personal development and progression. For example, the Graduate Certificate in Criminal Justice Course by the National University of Singapore (NUS), is the first-ever graduate certificate course customised for the HT. This joint initiative by the SPF's Home Team School of Criminal Investigation and the NUS is a testament to our emphasis on continuous learning for organisational excellence.

In today's fast-changing world, we must embrace continuous learning to remain resilient, adaptive and relevant to meet evolving operational challenges. The SPF will continue to support its officers in their learning journeys ahead.



Scan the QR code to check out the rest of the latest SPF training and learning initiatives!

The Next-Generation Fast Response Car

By Syam Roslan
(Photos: Photos: Public Affairs Department)

From robots on the ground to drones in the sky, the Singapore Police Force (SPF) has been harnessing technology to enhance its frontline capabilities. Paving the way for greater operational performance is the SPF's next-generation Fast Response Car (FRC), which has been fitted with technology that not only improves operational effectiveness but also the safety of frontline officers.



On 2 August 2020, the SPF unveiled the next-generation FRC, a markedly improved version of the current FRC, which integrates technology with a functional design. Customised to overcome unique operational challenges faced by Ground Response Force officers, this vehicle was developed in collaboration with the Home Team Science and Technology Agency and incorporated feedback received from ground officers.

About 300 next-generation FRCs will be rolled out progressively to replace the current fleet of FRCs by 2024. Beyond the current technology that the new FRCs are fitted with, selected cars may also feature modular capabilities including an integrated localised drone disruption function down the line. Until then, check out some of the FRC's key features below!



Scan the QR Code to check out the video of our Next-Generation FRC here!

ERGONOMIC CUT-OUT SEATS

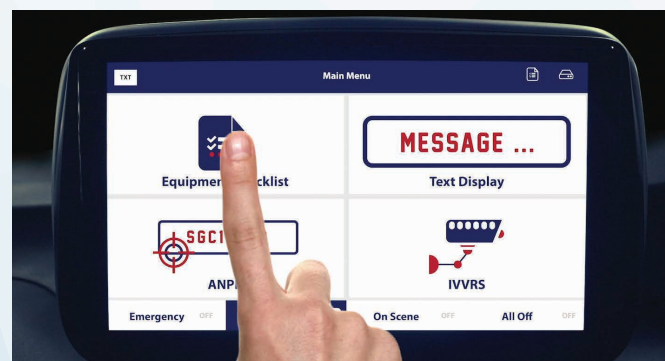


Ergonomic Cut-out Seats

The driver and passenger seats are ergonomically contoured to ensure that officers wearing police equipment on their belts can enter and exit the vehicle smoothly.

Integrated Vehicular Dashboard (IVD) and Radio Frequency Identification (RFID)

The IVD provides officers seamless use and control of all the technological functions in the car, including the RFID-enabled Boot System, which automatically detects police equipment in the boot and eliminates the need for manual inspection.



EXTERNAL MOUNTED LIGHT



External Mounted Light

These lights provide the lighting that may be required for certain operations, such as search missions in hours of low light conditions.

In-Vehicle Video Recording System (IVVRS)

The IVVRS provides 360-degree high-resolution video coverage, with footage that can be live-streamed to the Police Operations Command Centre, allowing better sense-making and incident management.

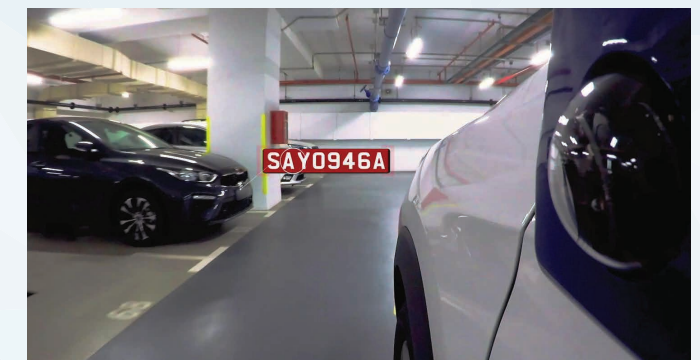


Police Warning System with Rumbler

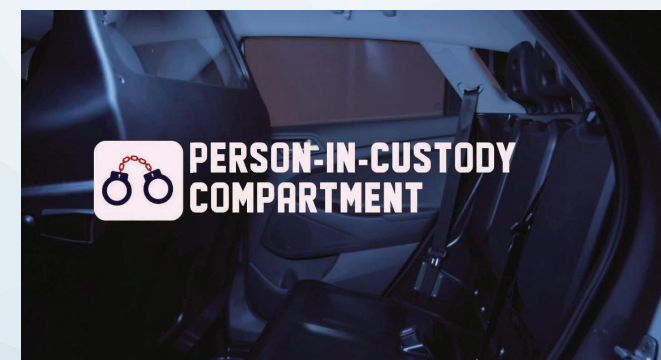
The police warning system in the vehicle features a set of blinkers, a light bar, a siren and a public announcement system. It also includes a rumbler that emits low-frequency sound waves to more effectively warn other road users of the vehicle's approach.

Automated Number Plate Recognition (ANPR) System

The ANPR system allows the seamless and reliable detection of vehicles of interest, whether they are moving on the road or in a stationary position.



PERSON-IN-CUSTODY COMPARTMENT



Person-in-Custody Compartment

This custom-built compartment is made from a material that is easy to clean and maintain. It features a central divider that separates the driver from persons in the rear seat, a seatbelt attachment mechanism that allows for the safe and effective restraint of persons-in-custody, as well as a curvature to allow space for persons handcuffed to the rear.

National Day Parade 2020

By Syam Roslan
(Photos: Public Affairs Department)

From marching down the Padang to navigating the mobile column into the heartlands, catch the highlights of the Singapore Police Force (SPF) officers at this year's National Day celebrations.



The SPF Guard-Of-Honour contingent's march-past at the Padang.



The Traffic Police escorting the President of Singapore, Mdm Halimah Yacob to the Padang.



The Combined Band contingent, comprising officers from the SPF and the Singapore Armed Forces, marching to the Padang.



The SPF's Emergency Response Team (ERT) vehicle of the mobile column for NDP 2020.



The Tactical Vehicle (TAV) from the Special Operations Command (SOC) passing by Khoo Teck Puat Hospital as part of this year's NDP mobile column route.



The SPF officers involved in the NDP 2020 mobile column.



The Police Coast Guard (PCG) officers on board the PCG's Coastal Patrol Craft PH57, Thresher Shark, as part of the maritime sail-past segment.



National Day Parade 2020: Our Officers in Action!

By Irwan Shah
(Photos: Ministry of Home Affairs)

National Day Parade (NDP) 2020 was the first of its kind in Singapore's history due to the COVID-19 pandemic. The usual 'sea of red' of parade audience was absent and parade participant numbers were also significantly reduced due to COVID-19 safety guidelines. Nevertheless, a dignified and compact parade took place at the Padang for the President's review to mark Singapore's 55th birthday. In this issue of Police Life, we spoke to two of our officers who participated in the parade — Deputy Superintendent of Police (DSP) Lee Ting Wei, Contingent Commander of the Singapore Police Force (SPF) Guard-of-Honour (GOH) contingent and Sergeant (Sgt) Afiq Ashraf Bin Ra'im, Emergency Response Team (ERT) Vehicle Driver, Mobile Column Convoy — and hear their thoughts on NDP 2020.

DSP Lee, who is from the Training and Capability Development Department, was honoured to lead the SPF Guard-of-Honour contingent. Although the scale of the parade was greatly reduced and he had to wear a mask due to the COVID-19 safety guidelines, DSP Lee still held immense pride to represent the SPF at the NDP 2020.

"When I was young, my mother shared about her participation in NDP as part of the Girl Guides' Marching Contingent in 1973," recalled DSP Lee, citing her as his greatest inspiration for participating in the NDP. "She told me that being able to represent Singapore (in a uniformed capacity) is an experience like no other, and having done the same, I now feel that same sense of pride that she felt all those years ago."

Rehearsing amid the 'New Normal'

Among other things that had to be changed, the run-up to this year's parade was vastly different compared to previous iterations. Strict segregation measures and crowd restrictions meant that all NDP previews and National Education shows were cancelled. Participants could only start their training in June after the end of the Circuit Breaker, giving them less time to put together the performance. This meant that all the parade participants had to work doubly hard during the training sessions.

Safety First

Preventive measures, such as safe distancing markers, were also placed at the designated resting areas to ensure that participants were safely segregated. Apart from eating and drinking, participants also wore their face masks at all times. Interactions between the GOH contingent and the reserve contingent were prohibited to eliminate any risk of infection between the two groups. *"We conscientiously practised good personal hygiene and maintained safe distancing to minimise the risk of cross-infection. We also took our temperature before every rehearsal to ensure that we were healthy and safe during training sessions,"* explained DSP Lee.

Through Thick and Thin

Although the pandemic has brought about unprecedented challenges, it has also allowed Singaporeans from all walks of life to unite and support one another. DSP Lee emphasised that this year's NDP was an experience that he is proud of; an exercise of tenacity and solidarity, reflecting the country's resilience during these challenging times. *"If there is one message that this year's NDP has, I believe it would be that no matter the circumstances, when Singaporeans of all walks of life come together for a common purpose, Singapore will prevail as a nation strong and free,"* said DSP Lee.



Deputy Superintendent of Police (DSP) Lee Ting Wei
Contingent Commander,
SPF Guard-of-Honour (GOH) Contingent



Sergeant (Sgt) Afiq Ashraf Bin Ra'im
Emergency Response Team
(ERT) Vehicle Driver, Mobile Column Convoy

Sgt Afiq serves as an ERT officer at Jurong Police Division. Like DSP Lee, he is no stranger to the NDP, having participated in last year's parade as part of the mobile column, which roared through the Padang with 27,000 spectators watching. While the scale of this year's parade was downsized significantly, Sgt Afiq's sense of pride remained unshaken as he drove the ERT vehicle as part of the mobile column through Singapore's heartlands.

Salute

With recent events at the fore, this year's edition also featured a moving tribute to our nation's frontline workers. *"This year's mobile column segment was different. Our convoy passed by various schools and hospitals, paying tribute to frontline workers who have been serving the nation and community tirelessly in the fight against the COVID-19 pandemic,"* explained Sgt Afiq.

As the mobile column travelled past Ng Teng Fong Hospital where it performed a salute to all frontliners, Sgt Afiq felt a tug at his heartstrings as he thought about his wife. A Senior Staff Nurse in Khoo Teck Puat Hospital, his wife is one of the many frontline healthcare workers who are involved in combating the pandemic. Sgt Afiq further shared that his wife was directly involved in assisting and caring for COVID-19 patients during the Circuit Breaker, where she was transferred to the Intensive Care Unit. Despite the risks involved, Sgt Afiq's wife remained steadfast and committed in her duties. Her selflessness and dedication to her patients became a source of motivation for Sgt Afiq, who was inspired to do his best for his role in NDP this year.

Moving as One

Like DSP Lee's contingent, Sgt Afiq's mobile column was also bounded by strict COVID-19 guidelines - such as social distancing measures and temperature taking. However, adhering to these measures could get tricky when multiple vehicles were involved. The officers had to make a conscious effort to keep themselves firmly distanced when they were outside their vehicle for breaks or briefings. Social distancing was further enforced by splitting the convoy into smaller groups during their training sessions.

"A great deal of coordination was required as we all came from various units and departments," elaborated Sgt Afiq. *"Our training was conducted in small groups, and at separate areas between different routes to adhere to safe distancing measures, which meant that communication among the participants of the mobile column was also challenging."*

Unlike previous NDPs in which information could be easily disseminated in large gatherings, more briefings about the route they were taking had to be conducted separately for many smaller different groups of participants in the column. Even the drivers and vehicle commanders were separated during the briefings to maintain social distancing.

Nonetheless, SPF officers involved managed to overcome the challenge by constantly updating each other on new updates and instructions. Despite the many challenges, Sgt Afiq felt heartened to see everyone coming together to put on a good performance for everyone in the heartlands.

"Let us be grateful for the blessings we have in our country," he added. *"May Singapore always be a safe and prosperous nation for all of us in the coming years ahead!"*

THE ASSISTANT WATCH OFFICERS

By Irwan Shah
(Photos: Public Affairs Department)



Special Constable Mohamed Syahid



Special Constable Nicholas Lim

The Police Operations Command Centre (POCC) is the nerve centre of the Singapore Police Force (SPF). As an integral part of the SPF's frontline operations, it is equipped with a myriad of surveillance and sense-making capabilities for real-time incident management. Manning the nerve centre is a pool of regular officers and Full-time Police National Servicemen (PNSFs) who are deployed as Assistant Watch Operators (AWOs).

The AWOs assist in analysing and reviewing live footage from the Police cameras (Polcam) before disseminating essential information to police officers on the ground. Working closely to support regular officers in their duties, these PNSFs play a critical role in ensuring the success of police operations. Police Life revisits a case where the quick work of these PNSF AWOs led to the timely arrest of several perpetrators.



A Fight at Block 105 Clementi Street 12

SC Mohamed Syahid and SC Nicholas Lim were on AWO duty at POCC on 8 June 2020 when a '999' call was received at about 12.21am. A case of fight between two groups of people at the void deck of Block 105, Clementi Street 12 was reported. Ground resources from the Clementi NPC were immediately despatched to the location. At the same time, the two AWOs turned their focus to the Polcam live feeds at the block and around its vicinity to monitor the situation and identify the perpetrators involved. As the dispute brewed, the AWOs quickly took note of the descriptions of the subjects involved and relayed the information to the responding officers.

"It was very intense. Our eyes were glued to the screens as we had to monitor the situation very closely and not let any subject slip through," explained SC Syahid. "As the groups kept coming in and out of the frame, we had to keep track, record down and make sense every possible detail so as to better assist the ground officers responding to the incident." The situation escalated to a point where one subject charged with a beer bottle towards another.

Upon the Police's arrival, the two groups quickly dispersed and fled to evade arrest. At this point, it became even more challenging for the two AWOs as they had to tighten their focus on multiple screens of Polcam feeds at the location in order not to lose sight of the perpetrators.

"We kept our cool and quickly identified the cameras which would provide a clear view of the scene and tightened our focus to prepare for any possible movements of these subjects," said SC Syahid.

In the end, the AWOs' efforts paid off as they were able to provide information of the perpetrators' hiding places to the ground officers who arrested all of them eventually.

"Being involved in the day-to-day operations and monitoring live situations allow us to directly influence the outcomes of the incidents. As AWOs, we have the responsibility and the ability to do so. Our work and its results show the huge impact that we can make. It also motivates us and provides meaning in our job," quipped SC Lim.

Through their dedication and professionalism, these PNSFs play a critical role in supporting the SPF's mission of keeping Singapore safe and secure!



Being involved in the day-to-day operations and monitoring live situations allow us to directly influence the outcomes of the incidents. As an AWO, we have the responsibility and the ability to do so. Our work and its results show the huge impact that we can make. It also motivates us and provides meaning in our job.

- SC Nicholas Lim



**SINGAPORE
POLICE FORCE**
SAFEGUARDING EVERY DAY



Photo: Public Affairs Department

THE DIGITAL FIELD BOOK

By Irwan Shah
(Photos: Public Affairs Department & Criminal Investigation Department)

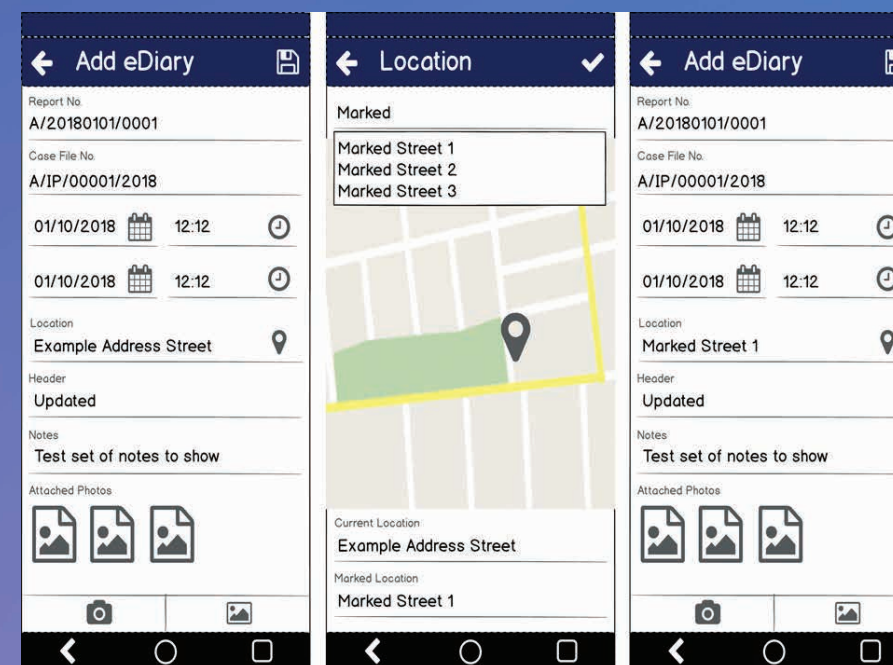
To strive for greater operational efficiency, the Singapore Police Force (SPF) leverages technology to augment police capabilities. In this issue, Police Life zooms in on the Digital Field Book, a module within a mobile application in the Police Smartphone, that better streamlines work processes for the investigation fraternity.



Going Digital

Prior to the Digital Field Book, investigation officers (IOs) used to document their investigation notes and sketches of the crime scene into a physical A4-sized field book. After returning to office, they would need to transfer these details manually into the SPF's case management system known as the Computerised Investigation Management System (CRIMES). It was a laborious and time-consuming process.

The Digital Field Book – a main feature of mCRIMES (a mobile application on Police Smartphone) – is definitely a game changer. IOs now only need to carry along their Police Smartphone when attending to cases. The long entries recorded in the Digital Field Book will then be synchronised with CRIMES-2, thus avoiding duplication of efforts by IOs. If the IOs are offline, they will still be able to create new log entries which will synchronise with CRIMES-2 once they are online again. Another key feature is its geotagging capability which populates details – such as location, date and time – whenever an IO logs an entry at the crime scene.



The Digital Field Book also has an intuitive search function which allows officers to search for case logs with ease. To further aid IOs in appreciating the scene of crime, mCRIMES also allows IOs to take photos of the scene and attach them along with the entries. Thus, this eliminates the need for the IOs to draw sketch plans of the scene.

"I like the attachment feature which allows me to take photographs related to my cases. It comes in especially handy when some descriptions of the scene and items are difficult to explain in words," elaborated Station Inspector Hoe Ming Jin from Woodlands Division. *"This also helps greatly if the case is to be taken over by another IO, or when I have to explain the case to my supervisors."*

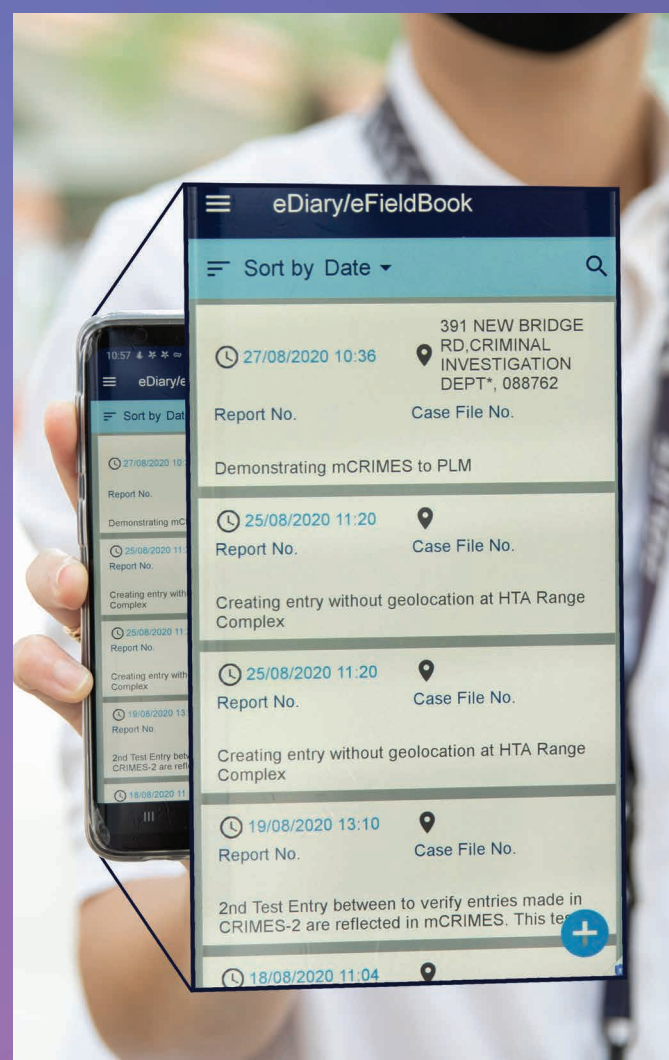
The Process

The Digital Field Book was conceptualised back in early 2016 when the Criminal Investigation Department (CID) embarked on a trial to evaluate the feasibility and benefits of issuing mobile devices to IOs. This culminated into the development of a mobile application known as the 'Mobile IO Diary', which was launched in July 2018. It served as a platform where the IOs could update and log in their investigation activities on the go via their Police Smartphone.



Over time, the application was refined by the CID Mobility Team and was renamed in March 2019 to its present name, 'mCRIMES'. Its main feature, the Digital Field Book, was launched in 2020. The transition process from hardcopy to digital was not without its own set of challenges.

"It was not easy to get the IOs to change from writing in the hardcopy field book to typing entries via electronic devices. It was a practice that they had all been accustomed to," said Assistant Superintendent of Police Max Ong, the project manager for mCRIMES. "Hence, the project team had to ensure that the transition to the Digital Field Book would have minimal disruptions for them and at the same time, enhancing their efficiency and productivity."



Looking Forward

The CID is currently working on CRIMES-3 - an updated version of CRIMES-2 - which is set to be launched in late 2021. It will feature full paperless administrative processes between the key stakeholders from the criminal justice fraternity and other law enforcement agencies. CRIMES-3 will also come with a mobile application with more capabilities - such as digital forms and bail-bond management - in addition to the Digital Field Book function.

To stay ahead of the curve and respond effectively to the challenges arising from the rapidly changing operating landscape, the SPF will continue to leverage on technology to enhance and augment its crime fighting capabilities, so as to continue to keep Singapore safe and secure!

Overcoming COVID-19 as One SPF

By Irwan Shah
(Photos: Public Affairs Department)

The COVID-19 pandemic has changed the way we live. As we adapt to the new normal, be it practising social distancing or adjusting to new social cues, it is important for every one of us to do our part to contain the spread of the virus.

Policing has also taken on a new dimension in such unprecedented times. From contact tracing to securing gazetted isolation facilities and assisting with dormitories operations, the Singapore Police Force (SPF) has been doing its utmost to support the nation's efforts against the pandemic. No matter the odds, SPF officers remain unshaken in their resolve. Let us hear from some of these frontline officers!



I am grateful to the Force and Clementi Division for the logistical support that keeps the frontline officers safe and well equipped. To all officers who are involved in this long battle with COVID-19, stay safe, healthy and vigilant always!

Special Constable/Sergeant Bryan Pang, Staff Assistant, Planning Branch, Clementi Division
COVID-19 deployment : In-Situ Officer



All hands on deck! I am proud to see our patrol robots working alongside our officers in conducting foot patrols and projecting police presence.

Assistant Superintendent of Police Daniel Toh, Operations Officer, Future Operations & Planning Division, Operations Department
COVID-19 deployment : M.A.T.A.R. 3.0 Operator



As a Contact Tracer, I am proud to be able to contribute to the whole-of-government efforts in the fight against the spread of COVID-19 in the community.

Station Inspector Cheong Kok Leun, Crime Strike Force Officer, Ang Mo Kio South Neighbourhood Police Centre
COVID-19 deployment : Contact Tracer



I am heartened to work alongside fellow officers during these challenging times. It has not been easy but as the saying goes: When the going gets tough, the tough gets going!

Senior Staff Sergeant Muhammad Sadiq Bin Hamzah, Assistant Operations Officer, Exercise Readiness Division, Operations Department
COVID-19 deployment : Staff Aider



It was a rewarding experience to be directly involved in looking after the welfare of the foreign workers at the dormitory. Let us continue to fly the SPF flag high in our fight against COVID-19.

Assistant Superintendent of Police Goh Yi Xin Adeline, Projects Officer, SPF200 Secretariat, Public Affairs Department

COVID-19 deployment : Mobile FAST Team Leader



I am very proud to be able to fight alongside my fellow officers on the frontline. Having a strong team to support one another is what keeps us going. Let us stand strong and overcome COVID-19 together!

Assistant Superintendent of Police Brenda Yeo, Projects Officer, Multimedia Communications Division, Public Affairs Department

COVID-19 deployment : In-situ Team Leader



The COVID-19 operation is one of the most challenging deployments I have ever encountered. I am proud that our work plays an important part in containing the spread of the COVID-19 virus in Singapore.

Inspector Lee Hua Sheng, Investigation Officer, Central Division

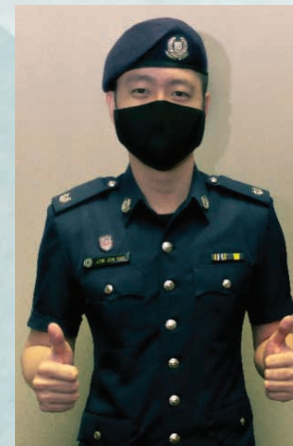
COVID-19 deployment : Joint Task Force Staff Officer (Ground Force)



As part of the SPF's Forward Assurance and Support Teams (FAST), I am proud to have made an innate difference, amidst team camaraderie and resilience, in this exacting but meaningful operations. Kudos and stay safe, all!

Superintendent of Police Marilyn Tan, Deputy Director (International Organisations and Security 2), International Cooperation and Partnerships Division, Ministry of Home Affairs

COVID-19 deployment : FAST/Cluster FAST Team Leader



Seeing officers from different agencies coming together to strive towards a common mission, motivates me to do my best for this operation. This commitment is also made possible by my very supportive supervisors and colleagues who helped to cover the duties of those deployed during this period.

Assistant Superintendent of Police Low Jun Hao, Product Manager, Data Policy & Operations Division, Ops-Tech Department

COVID-19 deployment : Joint Task Force Current Operations Centre



There is a very strong sense of camaraderie working alongside all the officers from across the Home Team agencies and other ministries. All of us are very committed to the mission. Through the knowledge and experience sharing, we have built strong relationships and trust between each other. This shall be one of my most memorable experience in my life.

Deputy Superintendent of Police Kenneth Siew, OC Troop, Police Tactical Unit, Special Operations Command

COVID-19 deployment : Joint Task Force Staff Officer (Ground Force) Current Ops Cell



It has been very meaningful to be involved in the psychological support for officers during the unprecedented COVID-19 crisis. My team and I have been working hand-in-hand with the unit paracounsellors to provide support to affected officers by conducting frequent check-ins and providing psychological reassurance materials as well as other relevant resources. With the support from Public Affairs Department, frequent infographic broadcasts and morale boosting messages are also being disseminated to psycho-educate officers on relevant topics such as dealing with uncertainties, staying resilient, coping tips, embracing positive growth etc. I would like to thank all officers for their dedication and hard work in performing COVID-19 duties. May we emerge stronger and more resilient from the experience!

Home Team Specialist 10 Ho Hui Fen, Head (Resilience & Counselling Psychology), Police Psychological Services Division, Manpower Department

COVID-19 deployment : Head (Resilience & Counselling Psychology)



I am honoured and proud to be part of the frontline effort to support our officers deployed in the dormitory operations. No matter what comes our way, we will always be there to support.

Inspector Willy Lim, Logistics Operations Officer (Planning), Logistics Operations Division, Police Logistics Department

COVID-19 deployment : Logistics Support Team for Dormitory Operations

CRIME FILES: AN ONLINE RING IN THE SHADOWS

By Elliot Wong
(Photo: Elliot Wong)

With the Internet's ability to facilitate communication instantaneously, the online sphere has also become a place for crime to hide in the shadows and extend its reach beyond that of the physical realm. This edition of Crime Files explores how the Singapore Police Force (SPF) officers tracked down two men who ran an online social escort business by piecing together the testimonies of the escorts and trawling through countless websites to find them.



The Crumb that Started the Trail

It all started with a woman lodging a police report on her ex-boyfriend's threats to leak her nude photos online, an act that has come to be known as "revenge porn". The lady detailed how she was first recruited by her ex-boyfriend into an online escort service, but their professional relationship soon turned into a personal one. She was his girlfriend for seven months, before he became far too controlling over her, and threatened her with "revenge porn" if she were to break up.

Investigation Officer (IO) Insp Neo Kim Leng and his team at the Criminal Investigation Department (CID) ran background checks and picked up that the ex-boyfriend in question was known as Roderic Chen Hao Ran, a man who was also convicted of crimes in 2003 and 2011. They also uncovered that, besides his ex-girlfriend, Roderic had also been in contact with several other girls as part of his online escort service.

Armed with new knowledge about the suspect, Insp Neo and his team managed to locate Roderic at his residential address and swiftly arrested him. The IOs managed to recover Roderic's mobile phone and laptop, which revealed that he was hosting and managing his online escort service from the comfort of his home. They also found several WhatsApp group chats that Roderic was in, together with the escorts and a man named "Thomas", whom Roderic was presumably running the escort service with.

Under the amendments to the Women's Charter in 2016, it is illegal to run any website in Singapore that offers or facilitates prostitution, or to provide a service, which aids in the prostitution of another person.

The Search for "Thomas"

Fortunately for the IOs, most of the physical evidence of Roderic running the escort service was found in his flat. However, Roderic stubbornly refused to disclose the identity of "Thomas" to the IOs.

It was then up to the IOs to figure out who "Thomas" was. The phone number that the IOs found in the Whatapp chats was useless as he was using a foreign phone number to liaise with Roderic and the women. Insp Neo decided to call in the numerous escorts that Roderic had worked with, as well as tracing "Thomas" via his bank account details. This was a very labour intensive effort, as the IOs had to conduct multiple interviews, corroborate their testimonies and trawl through countless bank account numbers to ascertain the identity of "Thomas".

"It was a very challenging task to identify the suspect. Given the limited information we had managed to uncover, a lot of our leads has to come from the women themselves," said Insp Neo.

"Under the Women's Charter, in order to solidify the conviction against Roderic and his partner, the women themselves had to be willing to testify that they were being recruited for prostitution," Insp Neo explained. **"This was not easy for some of the women, who were ashamed and hesitant to admit to what they had done. We had to gain their trust in order to ensure their cooperation in the investigation."**

With some skilful detective work and assistance from the Technology Crime Forensics Branch, the IOs managed to trace the identity of "Thomas" via his bank account number, whose real name was Lee Soon Ann. An arrest warrant was put out for him, and he was arrested when he went to the Immigration and Checkpoints Authority to change his address. Roderic was convicted of living in part on the earnings of prostitution, procuring women for vice activities, and operating a remote communication device for facilitating sexual services.

Roderic was sentenced to two years' imprisonment and fined SGD \$83,000. Lee Soon Ann was convicted of living in part on the earnings of prostitution and procuring women for vice activities, and sentenced to one years' imprisonment and fined SGD \$20,000.



"It was a very challenging task to identify the suspect. Given the limited information we had managed to uncover, a lot of our leads had to come from the women themselves"

- Insp Neo Kim Leng

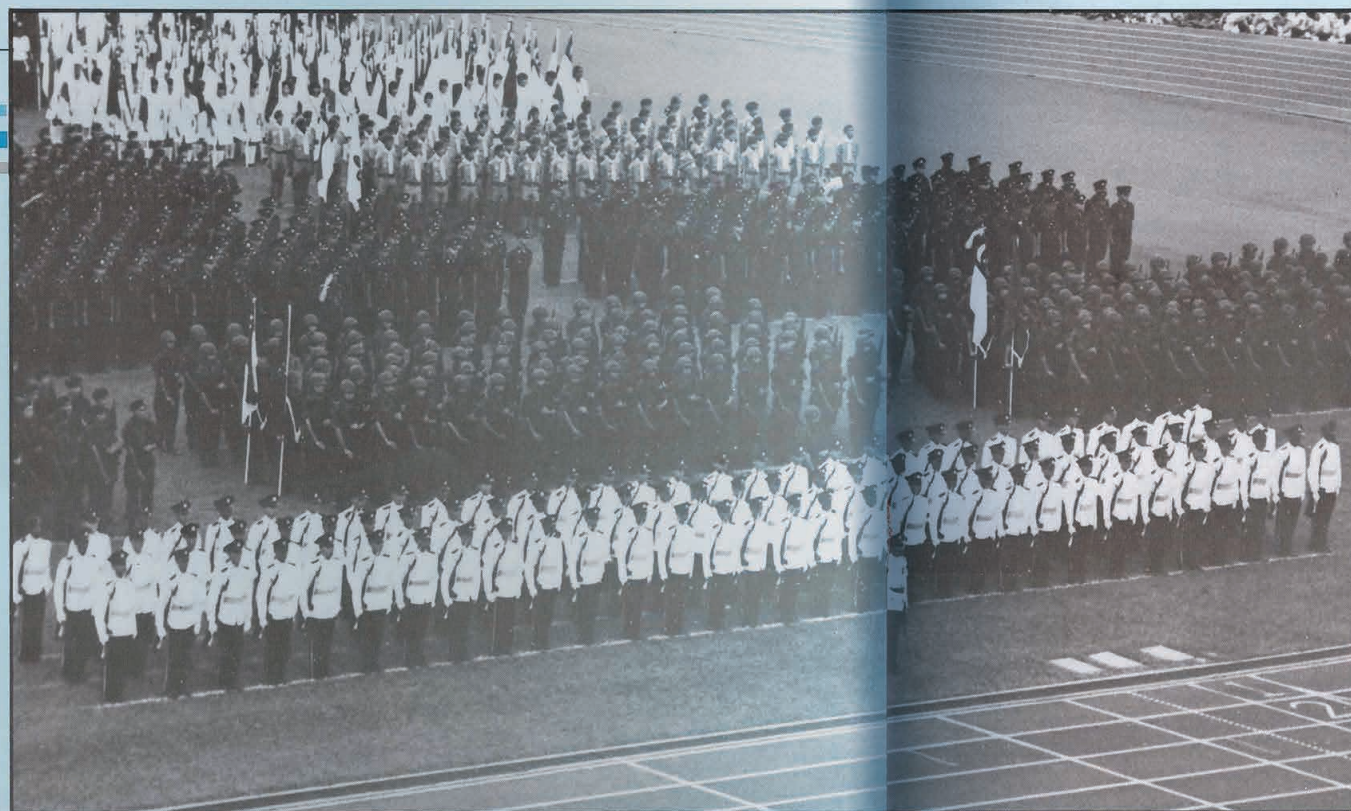


STATION DIARY

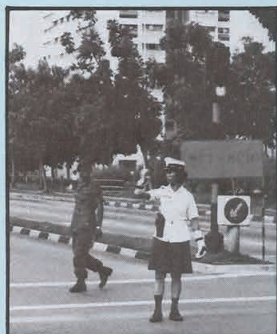


Stringent inspection by Security Branch

Giving the "caring" touch to a handicapped spectator



Preparing for the Big Day



TP personnel ensure smooth flow of traffic



No problem with crowd control

As usual, this year's centralised National Day Parade saw our officers at their best.

We fielded a total of seven marching contingents, including the Guard-of-Honour and a Boys' Club contingent. Besides this, we had the men's and women's contingents, the Volunteers and enthusiastic cadets from the National Police Cadet Corps.

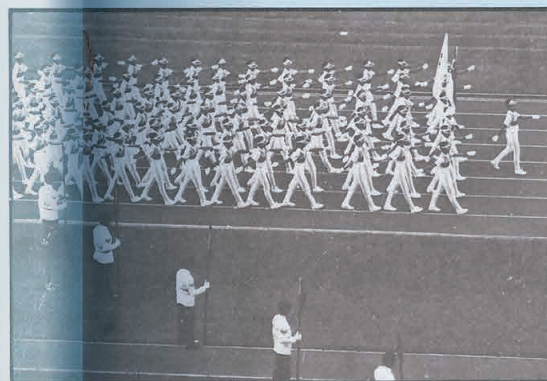
Our police marching contingents practised very hard to achieve the high standard of drill they displayed during

the parade. They did the Force proud.

However, it should not be forgotten that there were many other officers who sweated it out just to ensure that the national event went on smoothly. POLICE LIFE feels that the tremendous amount of effort put in by these officers should not go unnoticed. So for this year's coverage of the National Day Parade, we went behind the scenes to look at the preparatory stages of the big event and how our officers were involved. ★



Police girl bag-pipers marching to their positions ... and the NPCCs too!



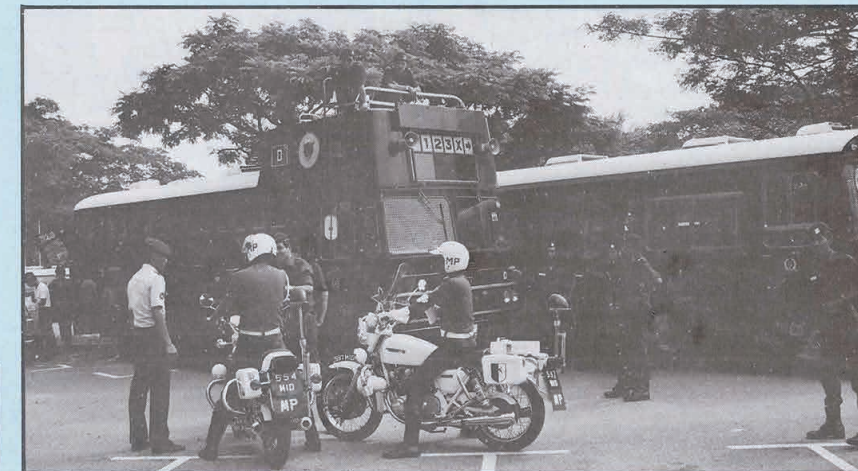
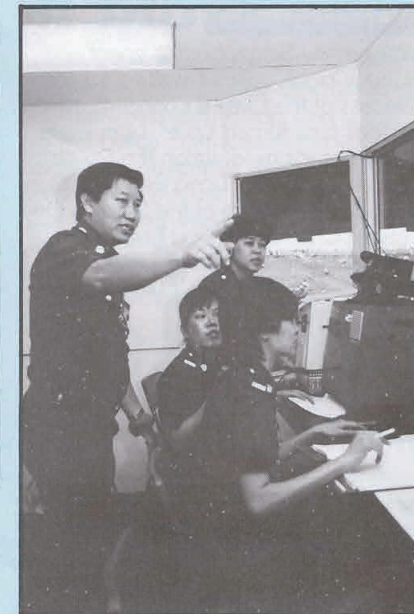
STATION DIARY



The Police Guard-of-Honour with other formations.

Police contingent trooping in for the dress-up

Police Command Post



Police — Army co-operation

FTB removing "uncleared" vehicles from designated lots

The Boys' Club members putting their best foot forward



ACHIEVING MISSION WITH COMPASSION

Reproduced from 'Leadership Stories Through The Years, Issue 01' by Police Psychological Services Division, Manpower Department

The Singapore Police Force (SPF) has come this far because of generations of leaders who dedicated themselves to supporting the mission of the Force. The policing work and environment is dynamic and unpredictable. In addition to managing people and resources during peacetime, SPF leaders are also charged with the responsibility of leading their teams through times of crisis.

As the saying goes, **“The true test of leadership is how well you function in a crisis.”** Although being a leader in SPF is not without its challenges, our leaders are diamonds forged under pressure. In another saying, **“When written in Chinese, the word ‘crisis’ is composed of two characters. One represents danger and the other represents opportunity.”**

Indeed, with every crisis encountered lies an opportunity for police leaders to learn from past events, refine current practices, and pass on nuggets of wisdom to future leaders.



Assistant Commissioner of Police (AC) Yeo, when he was Commander of Special Operations Command (SOC)

Policing is hardly a smooth-sailing journey, but it was one that Mr Raymond Yeo had long aspired to embark on since his days in junior college. Having joined the Force as a police constable in 1981, Mr Yeo spent a remarkable 29 years safeguarding our homeland and held his last appointment as Commander of Special Operations Command (SOC) before moving on to a Ministry of Home Affairs (MHA) posting in 2011. He also held numerous key leadership positions during his time in the SPF, such as Deputy Director of Operations Department, Commander Central Division and Commander Clementi Division, all of which have shaped him till today. Looking back at his years in the Force, Mr Yeo noted that majority of his appointments were operations-related and his involvement in planning and executing numerous operations honed his decision-making skills over time. These experiences enhanced his operational sense, inculcating in him the importance of command presence, building partnerships, working effectively as a team, and being adaptable as a leader. It was also these very competencies that Mr Yeo exemplified during the Nicoll Highway collapse.

Nicoll Highway Collapse

On the afternoon of 20 April 2004, Superintendent of Police (Supt) Yeo, who was then Commander of Central Division, was at a meeting when he was informed of an incident that had occurred in his division's area of jurisdiction.

“In the midst of a meeting chaired by Director Operations, bits of information started surfacing from various sources of some kind of major incident occurring in the Nicoll Highway area. I left the meeting and quickly rushed down to the scene. While on the way there, I quickly activated the relevant resources. Nearer to the incident site, the roads were starting to jam up, so I decided to make a detour to the incident site. This turned out to be a silver lining for the operations.”

Having reached the incident site, Supt Yeo swiftly assumed his role in a crisis unlike anything he had ever seen before. He quickly identified his immediate priorities, which were traffic diversion, evacuating and cordoning off affected areas, coordination with emergency personnel and updating senior management on the facts of the incident.



Nicoll Highway collapse. (Photo: The New Paper)

Command Presence

Supt Yeo often walked the ground throughout the five days of rescue and recovery operations, not confining himself to the command post. He emphasised the importance of command presence for ground sensing and to identify issues which may need to be addressed. While some may not find it useful due to the ubiquitous presence of closed-circuit televisions (CCTVs) and efficiency of information dissemination today, command presence still holds importance.

It is a simple yet powerful gesture that conveys a leader's message of solidarity with his men and creates a supportive environment for them. It was the act of being present that also enabled Supt Yeo to appreciate the situation and make effective decisions on the ground. For example, early in the incident, he walked into a collapsed stretch of Nicoll Highway and his attention was drawn to a dust cloud generated from a leaking gas pipe. This enabled him to make prompt decisions to cease all activities around the area that may aggravate the situation, until the leaking gas pipe was shut off.

Building Strong Partnerships

“For this rescue operation, the Director Operations from the Singapore Civil Defence Force (SCDF) was Colonel Ang Tse Meng, who happened to be someone I have previously worked with in a posting at MHA in the mid-1990s. We also know each other well, both at work and personally. By a stroke of luck, I bumped into Colonel Ang when we first arrived at the scene and both of us ended up on the same point at the incident site. Our location was away from the crowds and that enabled us to better appreciate the situation from a clearer vantage point. It was also very helpful that he was someone I worked with and there was this mutual trust and understanding between us. For example, we did not have to explain to each other much and quickly concurred that we should relocate our command posts even though they had already been set up in a different location.”

This encounter demonstrated the importance of leaders building strong partnerships with one another and how these partnerships are vital in cross-agency operations.

While most of the police operations in this Nicoll Highway Collapse ran smoothly, two unexpected circumstances stuck with Mr Yeo. In one of the cases, Mr Heng Yeow Pheow, a foreman at the site was declared missing after more than three days of intense searching. The SCDF had to make a tough call to cease recovery effort as water was seeping from the nearby Kallang basin into the collapsed highway, threatening not just the safety of personnel engaged in the rescue operation, but also possibly compromising the structural safety of Golden Mile Complex.

There was a need for concrete to be pumped into the collapsed site to ensure that no further collapse would occur. But this meant that the recovery efforts for the missing foreman had to be abandoned. The task of notifying the family fell on Supt Yeo. *"It was not easy breaking bad news to the next-of-kin (NOK) but safety was of utmost concern. I had to stay focused on the mission. What I could do was to be as tactful and sensitive when breaking the news to the NOKs and do my best to address their concerns."* In another instance, the wife and daughter of another victim asked if they could view the incident site from a proximity, as they wanted to seek closure for their beloved family member.

"Usually, SOP would forbid members of the public, even family members, from entering the incident site. However, I made the call to grant the family's request and took them to a safe vantage point where they can see the spot where the victim was last believed to be. This way, the family was able to better understand the situation on the ground, and it helped them have some closure. The wife and daughter knelt there and prayed, and I believed that somehow they felt the presence of the victim there with them." Being mission-focussed and people-centred may not go in tandem all the time, but neither do they have to be mutually exclusive. Through these two encounters of dealing with NOKs in a time of crisis, Supt Yeo skilfully demonstrated his ability to calibrate between these two competencies.

"While the duty of a policeman lies in carrying out missions and ensuring public safety, we should adapt to unexpected situations and utilise heart-skills when dealing with others too. As a leader, I had to learn to differentiate between the decisions I can and cannot make. If it's beyond me, then I will seek advice from others."

The Nicoll Highway collapse in 2004 may have been physically and emotionally draining for many, but Mr Yeo noted that morale was high during the operations as people poured their hearts and soul into overcoming the disaster. He attributes the efficiency of crisis management to his strong and supportive 'dream team' during his time as Commander.

While Supt Yeo handled ground matters, his Deputy Commander at the time, Deputy Superintendent of Police (DSP) Tan Hung Hooi held the fort back at the division and worked closely with him to ensure synchrony in the ops. His Head Operations, DSP Lee Ping Yue and Head Investigations, DSP Evon Ng also performed their duties with a high degree of professionalism and dedication. If anything, the incident showed him the importance of being supportive and performing as a team. It also affirmed his belief in establishing command presence to show solidarity with your men, appreciating a situation from a new perspective, building strong partnerships with all and not just your immediate counterparts, and being mission-focussed while exercising heart-skills.

'We can rest, but they can't' – Speakers' Corner Protest

Police work comprises a myriad of challenges, some physically demanding and others emotionally. During the period where the 61st Annual Meetings of the Board of Governors of the International Monetary Fund (IMF) and World Bank Group (IMF-World Bank) event was held in Singapore in 2006, there was a major public protest at the Speakers' Corner. As Deputy Director of Operations, Mr Yeo who was by then Deputy Assistant Commissioner of Police (DAC), was tasked with commanding one of the Public Order Task Force (POTF) that was deployed to the protest.

The challenge for DAC Yeo was to contain the protestors at Speakers' Corner without escalating the incident to one which he had to make a mass arrest, which could have been a distraction from the security operations at the IMF-World Bank event.

The standoff dragged from hours to days as the officers grew physically and mentally weary – supporters of the protest were relentlessly taunting them with insults, international media coverage was constant, and being asked to remain calm was trying as the deployment was protracted. Despite these difficulties, the officers maintained their professionalism and eventually, the protestors dispersed on their own without achieving their objective of staging an illegal procession from Speakers' Corner to the IMF-World Bank venue.

"We had already expected morale could be a challenge for this operation and made advanced plans to ensure that our officers' welfare would be taken care of. Together with my team, we worked out a rotation to ensure enough rest and prepared hearty meals for the officers. When things got tough, I reminded them – we can rest, but the protestors can't." This was a simple remark that became a powerful mantra for his officers as they realised the advantage they had over the protestors. It gave his officers strength to carry on as it redirected them to the bigger mission and the reality that they were part of a bigger team, one with leaders who care for their welfare and teammates that look out for one another in stressful times.



Mr Yeo sharing his experiences with Ms Khoo Yan Leen from the Police Psychological Services Division (PPSD) in PPSP's office at Police Headquarters, New Phoenix Park.

A Familiar Terrain

Mr Yeo's dedication to mastering the operational art has been fortuitous as many seemingly stressful events felt like familiar terrains. His years of experience in the SPF has honed and strengthened his knowledge of protocols and tactics, enabling him to carry out his duties with an operational instinct like in the case of the Nicoll Highway collapse and the Speakers' Corner protest in 2006.

This operational sense and heart for people continue to serve Mr Yeo well in his areas of work over the years in MHA. As we celebrate 200 years of policing, Mr Yeo conveys gratitude to his superiors in the SPF who supported him throughout his time in the Force and assures the officers today: *"You are in one of the best organisations; one that treats you well."*



SINGAPORE POLICE FORCE
SAFEGUARDING EVERY DAY

**HERE I AM TODAY,
BUILT UPON
200 YEARS
OF PROGRESS.**



K-9 Handler
ABIRAMI NAIDU

Police Patrol Dog
KAY

**I AM A
K-9
OFFICER**



200 years ago, we started out as a 12-man team trying to establish law and order. Today, there are thousands of men and women in blue protecting you, including highly-trained K-9 officers and their canine partners. We have been here for 200 years, and we will continue to be here for you.

Make history with us. Join the Singapore Police Force.

SPF200
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