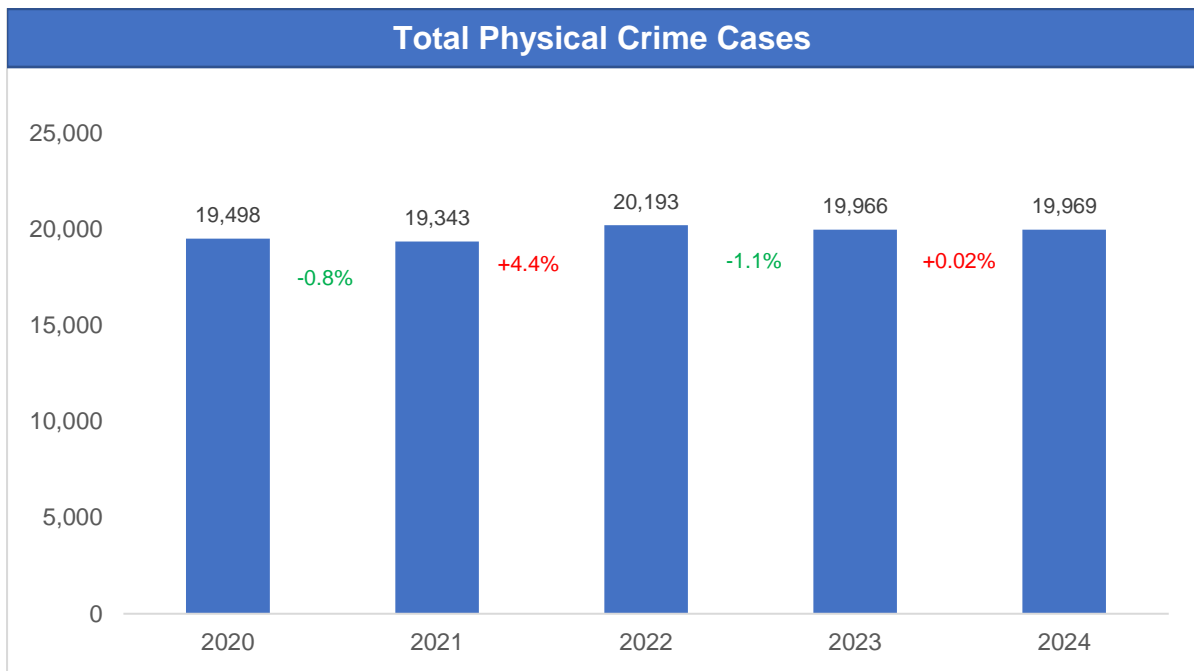


Annual Crime Brief 2024

Physical Crime Situation

Physical crime cases remained stable in 2024

The total number of physical crime cases reported remained stable at 19,969 in 2024 as compared to 19,966 in 2023. While there was an increase in cases like shop theft and voyeurism, there was a decrease in the number of cases of theft in dwelling and outrage of modesty.



Crimes of concern

2. In 2024, the top crimes of concern included:
 - (a) shop theft,
 - (b) outrage of modesty, and
 - (c) voyeurism

Shop Theft

3. Shop theft cases **increased** by 7.6% (298 cases) to 4,237 cases in 2024 from 3,939 cases in 2023 and accounted for 21.2% of total physical crime cases. **Shop theft remains one of the top offences for youths arrested in 2024.**

4. The increase in shop theft cases may be attributed to more widespread adoption of CCTV technology by retailers. This has enhanced the retailers' ability to detect shop theft, including those that might have gone unnoticed at the time of the incident. The Singapore Police Force (SPF) has also been leveraging the improved detection capabilities of retailers to identify and track down shop theft offenders. Additionally, some supermarkets have enhanced their CCTV cameras with features such as facial recognition technology. Such technology has allowed retailers to better detect repeat offenders at their outlets and assist SPF in apprehending them. This enhanced ability is a significant deterrent; even if the offenders manage to evade immediate detection, they will still face consequences for their actions.

5. The retail outlets with the top 10 highest number of reported shop theft cases in 2024 were:

- i) NTUC Fairprice @ Jurong Point
- ii) Watsons @ Suntec City Mall
- iii) Cold Storage @ Plaza Singapura
- iv) NTUC Fairprice @ Ang Mo Kio Hub, and Cold Storage @ Bugis Junction
- v) NTUC Fairprice @ Thomson Plaza
- vi) Cold Storage @ Nex Mall
- vii) Cold Storage @ Great World City
- viii) Sheng Siong @ Tanglin Halt Road, Mustafa Centre, and Giant Hypermart @ Tampines North Drive 2
- ix) Sheng Siong @ 301 Punggol Central Coralinus
- x) Watsons @ Toa Payoh Central

6. For shop theft cases involving the arrest of youths, majority of the cases occurred at supermarkets, beauty shops, personal care/health and wellness shops.

Items typically stolen included personal care products, food and beverage, and cosmetics. There continued to be more cases reported at supermarkets as well as personal care/health and wellness shops. The SPF has been actively engaging youths to raise awareness of the consequences of shop theft. Working closely with the Ministry of Education (MOE), the SPF has implemented various initiatives, such as conducting school talks at least once a year in all MOE schools. Beyond this, there are also targeted youth engagement programmes to reinforce crime prevention messages.

7. Aside from youths, other efforts by the SPF to engage the community include the “Coffee with a Cop” initiative, house visits, and other crime prevention talks jointly organised by the SPF and the National Crime Prevention Council (NCPC). The NCPC also taps on its Crime Prevention Ambassadors to regularly engage the public, through customised content in vernacular languages.

8. Retailers also play a vital role in deterring and preventing shop theft. In addition to its existing collaboration with Sheng Siong and Watsons, the SPF has expanded its collaboration with Sephora, Popular and Mustafa Centre to fully onboard all their retail outlets islandwide to the Shop Theft Awareness for Retailers (STAR) Programme. As of 31 December 2024, there are more than 1,000 retail outlets on the STAR Programme. FairPrice Group, one of Singapore’s major supermarket chains, joined the programme in November 2024. This expansion demonstrates the growing commitment among retailers to participate in collaborative efforts to address shop theft and strengthen their retail security measures.

9. Under the STAR Programme, the SPF works closely with retailers to analyse their stores’ risk factors and vulnerabilities to shop theft, and jointly identify effective and practical crime prevention measures which can be adopted at the different stores. Through the programme, retailers such as Popular have put in place enhanced in-store security measures and surveillance signages for stronger deterrence and

detection abilities. Popular has proactively invited SPF to conduct A.S.K¹ protocol training for their retail staff, which primarily leverages good customer service to deter shop theft. Popular has also been actively engaging the SPF regularly to identify effective measures to prevent and deter shop theft.

10. **The SPF encourages all retailers to join the STAR programme, and work with the SPF to take preventive measures to protect their businesses from shop theft.**

Outrage of Modesty

11. Although the number of outrage of modesty (OM) cases **decreased** by 6.6% (101 cases) to 1,427 in 2024 from 1,528 in 2023, it remains a crime of concern and accounted for 7.1% of the total physical crime cases. **More than half of the cases involved culprits known to the victims. There was a decrease in the number of cases in public entertainment (PE) outlets and the public transport network.** The top four locations where OM offences were committed were:

- (a) Residential premises – 356 cases reported in 2024, compared to 374 in 2023.
- (b) Public transport network – 158 cases reported in 2024, compared to 169 in 2023.
- (c) Shopping complexes – 135 cases reported in 2024, compared to 132 in 2023.
- (d) Public entertainment outlets – 103 cases reported in 2024, compared to 135 cases reported in 2023.

12. Notwithstanding the decrease in OM within PE outlets, the SPF will continue to work closely with our stakeholders to raise awareness of OM among the public. Some ongoing initiatives include the Safe Clubbing Campaign (SCC), in which the SPF

¹ A.S.K. protocol is an initiative adopted to deter shoplifters. The protocol basically entails three approaches, namely (i) **A**sk the suspect politely so that he/she is aware that the staff is watching him/her, (ii) **S**afety first to ensure the safety of store staff, and (iii) **K**eeP close to the suspect so that the suspect knows he/she is being watched and thus is deterred from committing the crime.

continues to collaborate with PE sector stakeholders to reduce crime within their outlets. The fifth iteration of the SCC will be launched later this year, in collaboration with the PE industry Safety and Security Workgroup, and the Singapore Association for Responsible Drinking.

13. Other initiatives include the Riders-on-Watch Scheme, where commuters assist as 'eyes and ears' on the ground during their daily commute.

14. The SPF continues to work with the Land Transport Authority (LTA) and public transport operators to deter crime on public transport. Crime prevention advisories are displayed prominently at the platform screen doors of selected MRT stations, and collaterals with crime prevention advisories are also attached on the handrails of selected bus services to enhance commuter awareness on molestation on buses.

Voyeurism

15. Voyeurism cases **increased** by 9% (43 cases) to 519 cases in 2024 from 476 cases in 2023, and accounted for 2.6% of total physical crime cases. The top three locations where voyeurism cases were committed were:

- (a) Residential premises – 162 cases reported in 2024, compared to 151 in 2023.
- (b) Shopping complexes – 80 cases reported in 2024, compared to 84 in 2023.
- (c) Public transport network – 69 cases reported in 2024, compared to 56 in 2023.

16. **Most cases at residential premises (124 cases or 76.5%) were committed by perpetrators known to the victims such as boyfriends/ex-boyfriends, household members or fellow tenants**, while the cases at shopping complexes and in the public transport network typically involved perpetrators unknown to the victims.

17. Initiatives by the SPF to address this at the public transport nodes include the display of advisory messages on voyeurism prominently on floor decals at selected MRT stations, and the broadcast of anti-voyeurism messages at all MRT stations

during peak hours. Under the “Spot It. Report it.” campaign, crime prevention advisories were also prominently displayed on Police standees located at MRT interchanges. Other initiatives include the display of crime prevention advisories and intentional environmental design, such as installation of full-height privacy partitions in between toilet cubicles. The SPF also collaborated with stakeholders such as the Restroom Association of Singapore (RAS) to introduce security design guidelines for public toilets (including strategic CCTV cameras’ placement at toilet entrances and enhanced lighting systems). The SPF will be working with the RAS to launch a new “Safe Toilet Award” category at the 2025 “Let’s Observe Ourselves” Awards.

18. The SPF will continue to collaborate with community and commercial stakeholders to deter voyeurism through public education efforts.

Everyone Has a Role to Play in Fighting Crime

19. Everyone can contribute to the safety and security of Singapore. This includes business operators, such as public transport operators, retail outlet owners and public entertainment operators, who have a responsibility towards their customers to prevent, deter and detect crime. Implementing precautionary measures against crimes will also ensure the safety of their own staff and prevent financial losses. **Interested stakeholders can approach their nearest Neighbourhood Police Centre (NPC) for more information on the various anti-crime initiatives by the SPF.**

20. Members of the public are also encouraged to sign up as a Community Watch Scheme (CWS) member and download the Police@SG mobile app to receive the latest crime information, alerts and advisories from the SPF based on their selected Interest Group(s). CWS members can then raise awareness within the community by sharing the information with their own network. Additionally, CWS members will also receive relevant information about SPF-related events and training sessions.

21. Since June 2024, the SPF have launched the Police Pal storybook series, which expanded the Police Pal programme to include the engagement of preschoolers in addition to primary school students. As of February 2025, over 1,000 pre-schools

have received the Police Pal storybooks and our Community Policing Unit officers have conducted 25 storytelling sessions at the libraries.

22. The SPF would like to thank all its community partners and stakeholders for their strong support in helping to keep Singapore safe and secure. In 2024, the SPF presented 125 awards to our community partners (47 Public Spiritedness Awards, 33 Community Partnership Awards and 45 Outstanding Community Partnership Awards). In addition, 191 awards were presented to organisations during the National Safety and Security Award Ceremony (82 Outstanding Cluster and Individual Awards, 109 SSWG Cluster, Individual and Commendation Awards). We thank the community for the continued support in the fight against crime, and shared efforts to build a safe and secure home.

23. Please see **Annex** for a quote from the Director of Operations Department.

**PUBLIC AFFAIRS DEPARTMENT
SINGAPORE POLICE FORCE
17 FEBRUARY 2025 @ 3PM**

Annex

Quote by Director of Operations Department

"The physical crime rate has remained stable from last year. This would not have been possible without the strong support from the community and other stakeholders in combating physical crime. In 2024, we have seen encouraging decreases in offences such as theft in dwelling and outrage of modesty. This achievement underscores the critical role that community engagement and proactive crime prevention play in maintaining public safety.

While we celebrate these successes, we must remain vigilant. Some physical crimes, particularly shop theft and incidents of voyeurism, continue to rise slightly.

Potential offenders should be aware that technological advancements have significantly bolstered detection capabilities by the various stakeholders, which has also enhanced the SPF's ability to solve physical crime. With these advancements and further investments in technological tools by SPF, culprits will be caught and taken to task under the law.

We are confident that with the community's and stakeholders' strong support for a safe and secure Singapore, physical crime will continue to remain low and together we can reinforce Singapore's standing as one of the world's safest nations."

*- SAC Gregory Tan
Director of Operations Department*