

# POLICE LIFE

THE SINGAPORE POLICE FORCE MAGAZINE  
2020 / ISSUE 06



## 50 YEARS OF AVIATION POLICING IN SINGAPORE



Let's Fight Phishing Scams!

The Public Sector Transformation Awards



# CONTENT SPOTLIGHT



## SecCom: The First Female CAU Operator

The Counter Assault Unit (CAU) is an elite arm of the Security Command (SecCom) tasked with countering potential security threats and evacuating VVIPs during hostile situation at major events. This year marks the first time in CAU's history that a female CAU Operator has joined their ranks. *Police Life* spoke with Sergeant Anna (not her real name) about her thoughts and experiences throughout her CAU training.

P10



## The Public Sector Transformation Awards

The Public Sector Transformation (PST) Awards serves to commend public officers and agencies for their excellence in work and organisational practices. The SPF clinched two awards from this year's PST Awards, which were presented to Assistant Superintendent of Police Kiran Kushum Kumari Devi and the Commercial Affairs Department's Anti-Scam Centre. *Police Life* brings you insights into their outstanding performances.

P14



## 50 Years of Aviation Policing in Singapore

The Airport Police Division (APD) commemorated 50 years of aviation policing in Singapore on 1 November 2020. From its humble beginnings at Paya Lebar Airport in 1970 to its current base operations at Changi Airport and Seletar Airport, the APD has grown from strength to strength, and is well-poised to protect Singapore's civil aviation against crime. Let us look back on APD's key developments since 1970.

P20

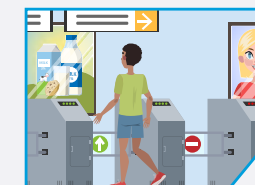
## Contents



### 04 Let's Get Social!



### 08 Stories of Bravery and Civic-Mindedness



### 12 Safeguarding Our Public Transport Network Together



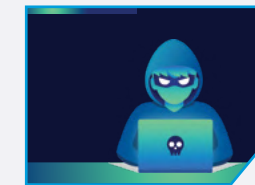
### 16 Poster



### 20 50 Years of Aviation Policing in Singapore



### 26 Open and Resilient Leadership



### 06 Let's Fight Phishing Scams!



### 10 SecCom: The First Female CAU Operator



### 14 The Public Sector Transformation Awards



### 18 Police Impersonators Busted!



### 24 The Police Connection



### 30 A Way with Words

Editor's Note: Some of the photos used in this publication were taken before the COVID-19 outbreak in Singapore.

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**Let's  
Get  
Social!**

By Irwan Shah

***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 September and October!***


**Singapore Police Force**
21 September

#PSW2020

Policing with a heart - ASP Kiran tunes in to the community's heartbeat to fight crimes. 🇸🇬🇵🇸




Community Shield



 e-Services


Log out

CITIZEN BUSINESS GOVERNMENT

 Enquiry
 Police Report


**PSD Singapore**
21 September

As a police officer, Assistant Superintendent of Police (ASP) Kiran knows the importance of listening to the heartbeat of the community to fight crime together.... [See more](#)










216

67 comments 29 shares




 **Suffian Sani**  
Congrats ma'am. It was great doing reservist duties in your team.

Anu Abhijeet Lakra  
Congratulations Kiran. Wonderful. 👍🎉

 Julini Bte Akob  
Congratulations Mdm Kiran 🥳🥳 👮 👮 👮 👮 👮 👮 👮  


**Robert E Chan**  
🇸🇬 Singapore 🇸🇬 Police Force moving in the right direction. 🇸🇬  
《salute》

A screenshot of a Facebook post from the Singapore Police Force. The post features the police force's logo and name at the top, followed by the date '1 September'. The main text describes a joint operation conducted between August 23 and 30, 2020, involving 128 men and 29 women. The operation was led by the Jurong Police Division and supported by CNB, LTA, and ICA. A hashtag #safeguardingeveryday is included. Below the text is a video thumbnail showing two police officers in uniform and high-visibility vests standing next to a car at night, with orange traffic cones visible in the background. At the bottom of the post, there are icons for likes, hearts, and emojis, followed by the number '569', and icons for comments and shares, followed by the text '49 comments 186 shares'.

**Singapore Police Force**   14 October at 14:34 ·  ...

**[POLICE ADVISORY ON THEFT OF BUDGET 2020 GROCERY VOUCHERS FROM LETTERBOXES]**

The Police have arrested a 37-year-old woman for her suspected involvement in a case of theft of Budget 2020 Grocery Vouchers from letterboxes at one of the residential blocks along Lorong 7 Toa Payoh on 11 October 2020.

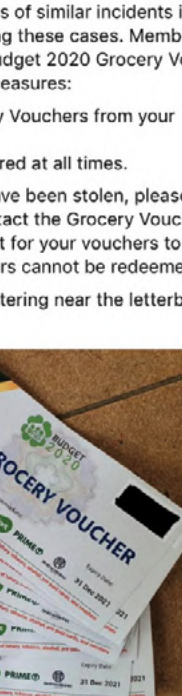
The offence of theft under Section 379 of the Penal Code, Chapter 224 carries an imprisonment term which may extend to three years, or fine, or both.

The Police have also received reports of similar incidents in other residential areas and are investigating these cases. Members of the public who are eligible for the Budget 2020 Grocery Vouchers are advised to adopt the following measures:

- a) Collect your Budget 2020 Grocery Vouchers from your letterbox as soon as possible.
- b) Ensure that your letterbox is secured at all times.

If you suspect that your vouchers have been stolen, please make a police report immediately and contact the Grocery Voucher hotline at 1800-2222-888 to request for your vouchers to be voided and replaced. Voided vouchers cannot be redeemed.

If you spot any suspicious person loitering near the letterboxes, please call the Police immediately.



**Singapore Police Force**  

28 October at 09:02 · 

**#POLICELIFEMAGAZINE**

<Achieving Mission with Compassion>

From managing the Nicoll Highway collapse incident to quelling a public protest at the Speakers' Corner, Mr Raymond Yeo spoke about his 29 years of experience with the Singapore Police Force, and what it took to achieve his missions with compassion.

Read more about his story here – <https://go.gov.sg/achievingmissionwithcompassion>

For the full **#POLICELIFEMAGAZINE**, visit <https://go.gov.sg/plmissue052020>



   1.1K

68 comments 81 shares

 **Jay Ismail Othman**  
It took me less than 5 minutes to cycle from Nat Stadium to get to this incident . Unforgettable Memories of our life .

Like · Reply · 6 d 

 **Kabir Hossain**  
i like sg police   2

Like · Reply · 6 d

 **Jeffrey Tan K M**  
Kudos to our boys and girls in blue  



# Let's Fight Phishing Scams!

By Syam Roslan  
(Photos: Singapore Police Force)

**Phishing scam cases in Singapore have seen a significant increase this year, with more than 190 cases reported between January 2020 to August 2020. This is a far cry from the seven cases reported in the same period in 2019, with losses amounting to \$304,000 this year as compared to losses amounting to \$4,000 in the same period in 2019. In this issue of Police Life, we share with readers insights into phishing scams, and how to prevent ourselves and our loved ones from falling victim to such scams!**

## Growing Trend of Impersonating Trusted Entities

In the latest trend of phishing scams, scammers were reported to have impersonated entities that the victims know or trust, such as banks, government agencies, trade unions or companies, including Singpost, StarHub, Netflix, Paypal and DHL. Victims would receive emails or text messages from these 'companies' with fake offers or claims to trick recipients into clicking on an URL link. These fake offers or claims include outstanding payment for parcel delivery, disruptions to services or subscriptions, refunds or promotions. Another variant of phishing scams involved the use of fake advertising campaigns and lucky draws from banks. In this variant, victims would either receive messages via WhatsApp purportedly sent from local banks, or they would come across fake advertisements on Facebook from banks to participate in lucky draws or certain promotions to win attractive prizes. Similarly, victims would also be tricked into clicking a URL link.

After clicking on the URL link embedded in the emails, text messages or fake advertisements, victims would be redirected to a fraudulent bank website to provide their internet banking details, credit or debit cards details and One-Time Password (OTP). Victims would only realise that they had been scammed when they discovered the unauthorised transactions made from their bank accounts and credit or debit cards. Scammers might also modify such sites from time to time, to target customers from different banks and payment service providers.

## Tips to Stop Phishing Scams

As the year-end online shopping events approach, members of the public may come across potential phishing scams when browsing online offers or awaiting deliveries for their online purchases.

To avoid becoming a victim of such scams, here are some tips:

- Do not click on URL links provided in unsolicited emails and text messages;
- Always verify the authenticity of the information with the official website or sources;
- Never disclose your personal or internet banking details and OTP to anyone; and
- Report any fraudulent credit or debit card charges to your bank and cancel your card immediately.

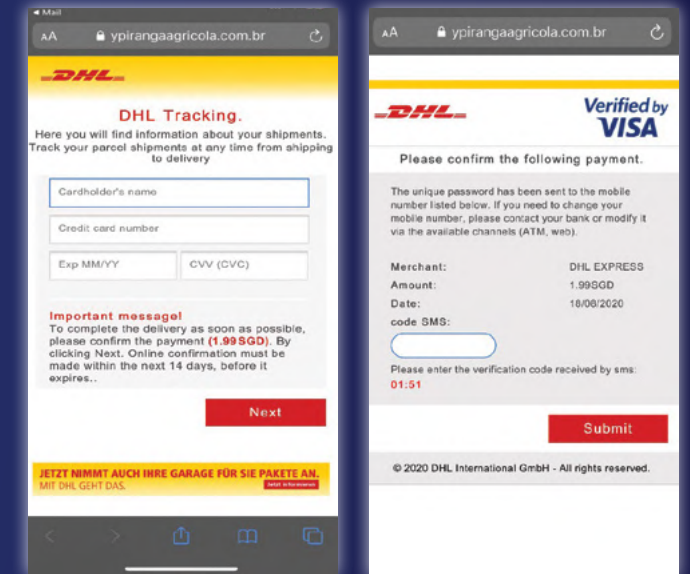
For more information on scams, members of the public can visit [www.scamalert.sg](http://www.scamalert.sg) or call the Anti-Scam Hotline at 1800-722-6688. Anyone with information on these scams may also submit information through the Police hotline at 1800-255-0000 or online at [www.police.gov.sg/iwitness](http://www.police.gov.sg/iwitness). Together, we can help stop scams and prevent our loved ones from falling prey to them.



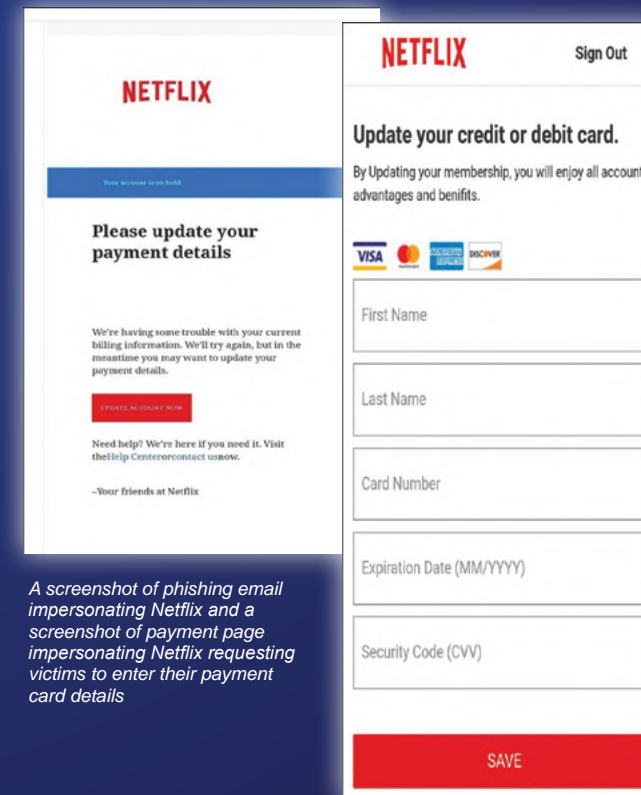
## Images of Phishing Scams

The Government has finally approved and have started giving out free \$2,400 Relief Funds to each citizen 🎉  
Below is how to claim and get yours credit instantly as I have just did now  
<https://il.lllll.cam>  
Note : You can only claim and get credited once and it's also limited so get your now instantly.

A screenshot of phishing SMS, directing victims to the phishing website



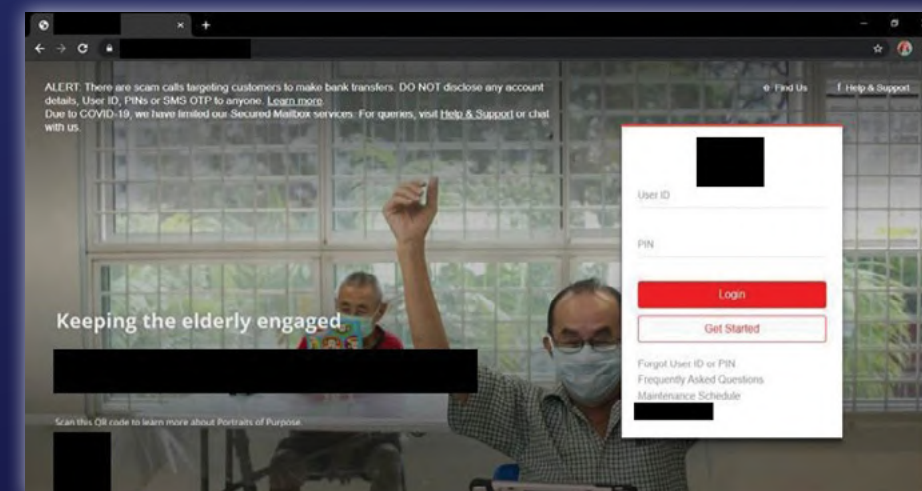
Screenshots of payment page impersonating DHL, requesting victims to enter their payment card details



A screenshot of phishing email impersonating Netflix and a screenshot of payment page impersonating Netflix requesting victims to enter their payment card details



Screenshot of a fake advertisement campaign on Facebook



Screenshot of a phishing website





# Stories of Bravery and Civic-Mindedness

By Syam Roslan  
(Photos: Singapore Police Force)

*While they may appear unassuming and ordinary, but when the time comes, they are courageous and selfless, going the extra mile to help others in times of need. Read on to find out more about the stories of bravery and civic-mindedness from three outstanding members of the public who were awarded the Public Spiritedness Award from the Singapore Police Force (SPF).*



## Helping a Wheelchair-Bound Elderly in the Rain

On 5 September 2020, 41-year-old David Chin was driving home after picking up his daughter from ballet class, when he saw an elderly man in a wheelchair struggling to cross the road at a traffic junction. As it was raining heavily, the elderly man, who had an umbrella over his shoulder, had difficulty maneuvering his wheelchair. Seeing the green lights flashing and the elderly man still struggling to even make it halfway across, Mr Chin quickly turn on his hazard lights, got out of his car and rushed to the elderly's aid despite the heavy downpour. His swift and decisive actions brought the elderly to safety.

This selfless act, which was captured on video and uploaded to Facebook by an onlooker, went viral with over 6,000 shares. The clip 'attracted' the attention of the Traffic Police, who later presented Mr Chin with the Public Spiritedness Award plaque on 25 September 2020.

## Assisting an Off-Duty Police Officer in Restraining an Armed Man

On 29 September 2020, the Police were called in to deal with a commotion that involved a man armed with a knife at Block 409 Choa Chu Kang Avenue 3. Sergeant (Sgt) Ezekiel Letchumanan K Saminadan, an off-duty police officer from Jurong Division, witnessed the incident from his home nearby and responded immediately.

To restrain the man, Sgt Ezekiel quickly sought the assistance of two workers from a nearby worksite, Mr Panchavarnam Suresh and Mr Ravi Sathoshkumar. Sgt Ezekiel managed to subdue the perpetrator, and the two workers immediately rendered assistance to restrain him. The 23-year-old man was subsequently arrested for voluntarily causing hurt by dangerous weapon.

For their bravery in helping an off-duty police officer to restrain the perpetrator, the two members of the public were presented with the Public Spiritedness Award. At the awards presentation ceremony held on 2 October 2020, Assistant Commissioner of Police Devrajan Bala, Commander of Jurong Division, said, "Sgt Ezekiel and the two workers had displayed bravery by restraining the armed subject to prevent any further harm to others. This is not the first time that members of our migrant community have stepped forward to render assistance to someone in need. Their selfless act is highly commendable."

These two stories are just some examples of ordinary people doing extraordinary things. Whether it is lending a helping hand to someone in need or helping the Police to arrest a perpetrator in public, everyone can play their part in making Singapore a safer place to live in!





# SecCom: The First Female CAU Operator

By Irwan Shah  
(Photos: Singapore Police Force)

An elite arm of the Singapore Police Force's (SPF) Police Security Command (SecCom), the Counter Assault Unit (CAU) sees an average of only 70 per cent of officers making it through the course to become CAU operators. In August 2020, Sergeant (Sgt) Anna (not her real name), became the first female CAU Operator who graduated from the three-month course. *Police Life* uncovers what it takes to be a CAU operator and Sgt Anna's experiences throughout her CAU training.



Sgt Anna (Left) is the first female to join the ranks of the CAU operators

## Counter Assault Unit

The CAU was set up to counter potential security threats and the evacuation of VVIPs during hostile situations at major events. This is in addition to the CAU operators' primary duties as Personal Security Officers (PSOs). Before becoming a full-fledged CAU operator, PSOs have to undergo a rigorous three-month CAU Main Course that puts their physical and mental capabilities to test. During the course, the officers will undergo rigorous training in Tactical Firearm, Close Quarter Battle, Methods of Entry and Scenario-based Activities.

"These four areas focus on our key operational concept, which trains the CAU officers to operate at the highest possible level of proficiency. This includes operating effectively in covert and overt gear in both local and overseas situations," explained Assistant Superintendent of Police Bros Leong, CAU's Commanding Officer. "The

training is designed to support the unit in all Counter Assault Operations, High-Risk VVIP escorts and Security Deployments."

The CAU trainees have to don their full gear during training, which weighs up to almost 20 kilograms. To make the training more realistic during simulation exercises, instructors will also shoot simulation rounds at the trainees to train them to shield their principal charges when under attack. Only 60 per cent of the officers who went through the latest round of CAU Main Course passed and one of them was Sgt Anna, who became the first female CAU operator since the unit was formed in 2006.



## A Childhood Dream

Joining the SPF was Sgt Anna's childhood dream. She vividly recalled her encounter with police officers when they came to her home in response to her mother's report of a suspicious character loitering at the void deck. It was this episode that dawned upon her that the Police will always be there for those who are in need. She joined the SPF in 2016 and was subsequently posted to SecCom in 2018, where she was deployed as a PSO at the historic Trump-Kim Summit.

"When I was younger, I enjoyed first-person shooter games and how the teams had to work together to contain the adversary. That inspired me to join the SPF, to have the opportunity to do so in reality," said Sgt Anna. "Given the increase in terrorist threats around the world, I wanted to be in a position where I could contribute to the efforts against security and terrorist threats."

## No Exception

When the opportunity for the CAU course came, Sgt Anna signed up to be a CAU trainee without hesitation despite knowing that the CAU only had male operators at that point of time. Even though Sgt Anna was the only female trainee during the 3-month CAU Main Course, everyone was expected to undergo the same training regime and uphold the same standards, regardless of gender.

Sgt Anna described the training to be tough and challenging as the trainees' physical abilities and mental readiness were pushed to the limits. What kept her going was her innate drive to prove that she could achieve whatever her male counterparts could do. Eventually, Sgt Anna completed the gruelling course on 20 August 2020, becoming the first female officer to join the ranks of the CAU operators. It was a surreal moment for Sgt Anna, who not only proved her mettle but also showed that with hard work and determination, one can achieve anything.



"It is definitely an honour to be the first female police officer to graduate from the CAU Main Course," quipped Sgt Anna. "I hope to inspire other aspiring female officers to join the unit (CAU) as long as they believe in themselves."



# SAFEGUARDING OUR PUBLIC TRANSPORT NETWORK TOGETHER

By Irwan Shah  
(Photos: Riders-On-Watch Volunteers)



The Riders-On-Watch (ROW) scheme — launched in July 2019 by the Public Transport Security Command (TransCom) — aims to galvanise the support of the community of commuters to partner the Police to keep Singapore's public transport network crime-free. As of September 2020, there are more than 48,000 ROW volunteers, a massive jump from 19,000 volunteers a year ago. Let's hear from some of these volunteers about their thoughts and experiences.



**Name: Lee Bi Hao Nicholas**  
**Age: 22**  
**Occupation: Student**

## Why did you sign up as a volunteer?

I first heard of it when I was serving my reservist at TransCom. When I heard that they needed volunteers, I signed up straight away in July 2019.

I served as a group leader for the Foot Patrol Group with TransCom during my time as a Full-time Police National Serviceman. I really enjoyed my National Service stint in Transcom and being an ROW volunteer is one way I can continue to utilise what I have learnt as a TransCom officer and extend my service to the community.

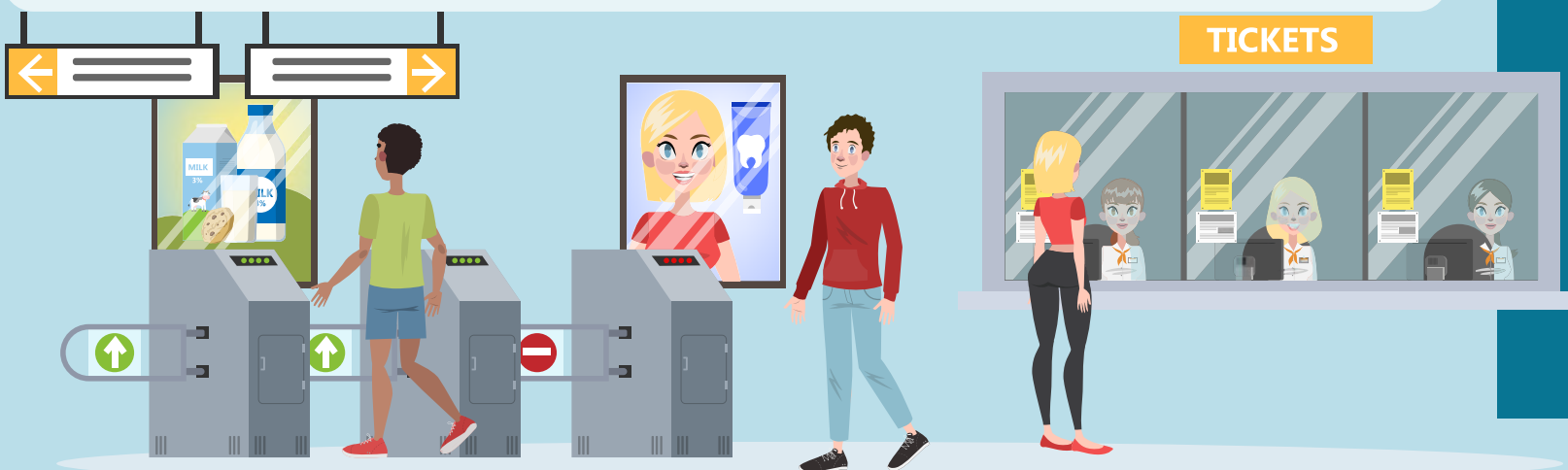
## Why do you think it is important to be an ROW volunteer?

I believe ROW volunteers are vital community assets to the Police. They act as Police's extra pair of "eyes and ears" to augment Police's efforts in safeguarding Singapore's public transport network.

## Would you encourage others to join?

Yes as I believe that the *esprit de corps* can be built between members of the public and the Singapore Police Force (SPF) through this initiative. This will further help to the public's trust with the SPF.

## TICKETS



**Name: Stephanie Lee**  
**Age: 26**  
**Occupation: Human Resource Management Executive**

## Why did you sign up as a volunteer?

I joined as an ROW volunteer in April 2020 after learning about it through my colleagues. I have come to realise and understand that the Police cannot be everywhere all the time. As commuters, we should also do our part to keep the public transport network safe and protect ourselves as well as other fellow Singaporeans. By contributing our "eyes and ears" as ROW volunteers, we can help to stop and solve crime.

## Why do you think it is important to be an ROW volunteer?

This scheme is a good initiative as it encourage public transport users to be vigilant and observant in Singapore as well as when they are traveling abroad. As ROW volunteers, we keep a lookout and will alert the Police if we sense or observe that something is amiss.

## Would you encourage others to join?

I would encourage people to join as ROW volunteers. It is not only about helping to keep the community safe but also about helping ourselves and our loved ones. I am sure everyone wants to be able to commute safely on our public transport system.



There is no age limit to be an ROW volunteer. Sign up as an ROW volunteer by scanning the QR Code below. Alternatively, you may visit [www.police.gov.sg](http://www.police.gov.sg) for more information about ROW or other Community Engagement Programme schemes offered by the SPF. Together, we can make our public transport network safe and secure!

Scan Here to Sign Up!





# The Public Sector Transformation Awards

By Irwan Shah  
(Photos: Public Affairs Department)

The Public Sector Transformation (PST) Awards serves to commend the excellent organisational practices and work of public officers and public service agencies. This year, the Singapore Police Force (SPF) clinched not just one, but two awards. They were presented to Assistant Superintendent of Police (ASP) Kiran Kushum Kumari Devi and the SPF's Commercial Affairs Department's (CAD) Anti-Scam Centre (ASC). *Police Life* caught up with the award winners to hear their thoughts about their achievements.



**Rank/Name:** Assistant Superintendent of Police Kiran Kushum Kumari Devi

**Designation:** Officer-in-Charge (OC) Watch Team, Police Operations Command Centre (POCC)

**Award:** Exemplary Service Excellence Award

ASP Kiran was awarded the Exemplary Service Excellence Award in recognition of her steadfast dedication and efforts in serving the community. Even if it meant making personal sacrifices, ASP Kiran would not hesitate to go above and beyond her duty as a police officer. Her passion in helping others also spurred her to take the lead in organising several citizen-centric initiatives. This includes helping the public to learn how to use the SPF's e-services, and simplifying information for Citizens On Patrol (COP) to more clearly explain what COP is about to the public, and to attract potential volunteers.

## The Community at Heart

ASP Kiran believes that it is essential for police officers to listen to and understand the ground sentiments to better prevent, deter, and detect crime. In her previous role as OC of the Community Policing Unit (CPU) at Jurong East Neighbourhood Police Centre, she worked closely with her team of officers to build a tight-knit relationship with the community to strengthen the community's trust in the Police. As the leader of the Clementi Division's para-counselling team, ASP Kiran often organises talks for her fellow officers to motivate them and provide advice on staying mentally resilient even in difficult situations. Her passion for helping others also drove her to go the extra mile to ensure that the necessary aid was given to those in need.

One such example was a case of neighbourly dispute, which involved a family in need of medical help. When attending to the case, she noticed that one of their family members was medically unsound and offered her assistance. However, the family rejected her help and even lodged a complaint against ASP Kiran and her team. Despite the family's reluctance, ASP Kiran remained unfazed and continued to keep an eye on them while liaising with several government agencies – such as the Ministry of Social and Family Development and Institute of Mental Health – to provide assistance to the family. After much persistence and communication between ASP Kiran and the family, they became more forthcoming and eventually accepted her assistance. To ASP Kiran, issues must be nipped in the bud. She believes that crimes can be prevented by identifying and addressing other underlying issues – for instance, addressing any emotional and mental health issues of stakeholders first.

*"I had to lay the foundation, which was to gain trust from the community stakeholders and agencies. A way to do this was by giving them my contact number and being available for them at any time of the day," explained ASP Kiran. "I personally visited all the stakeholders when issues came up and once the stakeholders saw the sincerity and honesty of my word, relationships and trust started to develop."* ASP Kiran and her team had also spearheaded several competitions for migrant workers under an initiative called Community Shield, which was launched in 2015. It aimed to foster deeper bonds between migrant workers and local stakeholders, and to also provide a sports platform for them to stay healthy. The initiative was very well-received by the migrant workers residing in the dormitories within Clementi Division's jurisdiction. They had been actively participating in popular sports such as cricket, badminton and football, and continue to engage in such activities today. To strengthen communications between the migrant workers

and the officers, ASP Kiran and her team also developed a mobile app which was also used to effectively and efficiently disseminate crime advisories – such as crime prevention tips – to the migrant worker community.

## Leading the Watch Team

In August 2019, ASP Kiran assumed the role of OC Watch Team at POCC. Being in the nerve centre of police operations, she now leads a team of officers who respond to emergency calls from the public. ASP Kiran and her officers play a key role in relaying vital information to the officers on the ground, so that they can respond to incidents swiftly. Being first responders, her officers usually encounter distress calls from the public. Her secondary role as senior para-counsellor becomes useful during such situations. She is able to guide her officers to keep the situations under control while also being calm and reassuring to the panicked callers. *"The environment can be tense and very fast-paced, with a great amount of expectation. These expectations include attending to and tracking all incidents, as well as advising ground officers on their next course of action to apprehend the perpetrators. Hence, it helps that there are words of encouragement for my officers. Being sensitive to the different views and not taking sides is a skill which I have managed to acquire with the many cases I have encountered,"* elaborated ASP Kiran. The 27 years in the SPF have provided ASP Kiran with many different opportunities to learn and grow as a police officer. Spurring herself on, she enjoys guiding young officers in the Force and will always take pride in donning the SPF uniform.



**Department:** Anti-Scam Centre (ASC) – SPF/CAD

**Award:** Exemplary Innovator Award

The ASC clinched the Exemplary Innovator Award for their team's innovative strategies – such as the Robotic Process Automation (RPA) – to curb the scourge of scams and making a positive impact on their stakeholders, both internal and external. To more effectively fight scams, the ASC was formed in June 2019 to prevent, deter and detect scams from across the country through information-processing, intervention, investigation, initiatives, inculcation and international cooperation.

## Building Bridges

Recognising the importance of strong relationships with the community, which is vital in thwarting the scammers' schemes, the ASC has established strong partnerships with over 30 external stakeholders from several industries. This includes entities such as banks, telecommunication companies, fintech companies and other online marketplaces. *"We are honoured to be invited by our bank partners and community groups to share our experience in identifying and dealing with scams. Earlier this year, we conducted a sharing session with our UOB counterparts during their 'Lunch and Learn' session,"* shared OC ASC, ASP Teng Chin Hock.

The strong ties between the ASC and its stakeholders have also culminated in several innovations. The ASC has successfully worked with the local banks and fintech companies to digitalise production orders, which are formal requests to the banks to provide banking information. Working closely with the banks, scam-related bank accounts can be frozen and bank account holders' particulars can be retrieved within a few days. The whole process is a breakthrough for ASC as it has helped to reap time savings for investigation, which is critical and vital in preventing the movement of monies in scam-related bank accounts. Without these partnerships and innovations, these processes would have taken between 14 to 60 days, which would have affected any actions to stop the scammers from succeeding.

## Keeping up to Date

The modus operandi of scammers are always evolving, and the ASC is constantly finding new ways to adapt to these changes. Through regular engagement sessions with their overseas counterparts, the ASC sharpens its strategies and strengthens its sense-making capabilities to counter the latest scam trends. The ASC also refines its approach to tackle scams by leveraging new technologies such as the Robotic Process Automation (RPA) to save time and increase work efficiency. *"RPA is a form of process automation technology which we use to churn out production orders, email the banks, and track the processes in our scam management system,"* elaborated ASP Teng. *"During the start of COVID-19, there was a sudden influx of cases due to fraudulent sales of facemasks on online platforms. Owing to the RPA, we were able to effectively manage the reports and cope with the overwhelming workload."*

Since its inception, the ASC has been successful in mitigating victims' losses. Its innovative ideas and strong stakeholder partnerships have helped the ASC to recover over SGD 21.2 million, close to 40.8 per cent of the overall scammed amount based on the scam reports received by ASC. With all hands on deck, the ASC – together with its stakeholders – can successfully disrupt scammers' operations more effectively and prevent others from becoming scam victims. The ASC will continue to upgrade itself and innovate new ideas to safeguard the community against the scourge of scams.





**SINGAPORE  
POLICE FORCE**  
SAFEGUARDING EVERY DAY



(Photo by: Station Inspector Chee Yong Tat, Chester)

Photo was taken before the COVID-19 outbreak in Singapore.



# Police Impersonators Busted!

By Elliot Wong

**In this issue of Crime Files, Police Life shines the spotlight on a case of Police Impersonation scam that was coordinated beyond Singapore's shores, and how the suspects were nabbed before they could flee the country.**

## THE STRAITS TIMES

Taiwanese man jailed 6½ years for acting as runner in \$1m police impersonation scam



Huang Ying-Chun came to Singapore in June 2017 to work as a runner for a crime syndicate. PHOTO: ST FILE

Source: The Straits Times Online © Singapore Press Holdings Limited. Reprinted with permission

## The Imposters Among Us

It is common knowledge that scammers often use all kinds of psychological means to emotionally manipulate their victims into falling for their scams. And one of such scams involved the scammers impersonating as the Police and 'scaring' their victims into providing their bank account details and one-time passwords for "investigations" into alleged money laundering offences.

One of the victims, a 55-year-old woman, reported losing almost S\$225,000 to such a scam. Getting the victim to cooperate was no easy task, as the scammers were skilled at convincing victims that they were the real deal, and anyone else claiming to be the Police was a fraud.

"The scammers came up with a well-thought out cover story for their operations," said Inspector (Insp) Jeffrey Low, an Investigation Officer from the Technology Crime Investigation Branch, Criminal Investigation Department. "Even going to the extent of printing out forged documents, such as warrant cards, police reports and warrants of arrest, to completely dupe the victims and gain their trust."

Because of the convenience of online banking and the ease of transferring funds instantly, the scammers were also able to quickly transfer the monies they had cheated through various victims' accounts. Some of the monies were subsequently acquired by them in person from their victims, deceiving them into believing that they were handing over evidence to the Police and assisting them in their "investigations".

"The victims usually only realised they had been scammed after a few days," Insp Low explained. "In that time, the money would have changed hands so many times before being siphoned off through various means, which made it very challenging to track down the suspects." Insp Low and his team were undoubtedly racing against the clock.

## Tracking Down the Suspects

Upon learning about the means the scammers were using to move their ill-gotten gains, Insp Low immediately contacted the local banks for assistance.

"We quickly asked the banks for information pertaining to the various transfers and also requested for them to stop the transfers, halting the scammers in their tracks," Insp Low shared. Owing to the strong partnership between the Police and Singapore's local banks, some of the monies were eventually recovered before they fell into the scammers' hands.

From there, Insp Low contacted one of the victims, an elderly man who was duped into thinking that he was supposed to meet the "Police" to hand over laundered money. With the victim's cooperation, Insp Low and his team mounted an operation to catch the scammer red-handed.

The operation was a success with Insp Low and his team apprehending the scammer when he appeared to meet the victim. Upon further investigation, Insp Low found out that the scammer, a Taiwanese national named Huang Ying Chun, was working with several others, but stubbornly refused to spill the beans on their whereabouts.

## Grounded

As Huang refused to cooperate, Insp Low worked with Immigration & Checkpoints Authority officers to conduct further checks to determine his accomplices. Two other Taiwanese men, Chen Peng Yu and Chen You Jeng, suspected to be working with Huang were later identified. To prevent the two suspects from fleeing the country, Insp Low immediately issued a Police Gazette for their arrest.

"Though Huang and the other two did not directly interact with each other at the airport, my gut feeling was that they were in cahoots based on our observation of their behaviour in the footage," Insp Low shared. Sure enough, Chen Peng Yu was caught trying to leave the country, but remained tight-lipped when caught, just like his partner Huang.

By this time, however, Insp Low and his team already had enough leads to track down Chen You Jeng and headed to the hotel to arrest Chen. Another Taiwanese male suspect, Tsieh Teng-Chia, the final member of this four men syndicate from Taiwan, was arrested along with Chen at the hotel. For their crimes, Tsieh Teng-Chia, Chen You Jeng, Chen Peng Yu and Huang Yin Chun were convicted and subsequently sentenced to imprisonment of two years and nine months, three years, four years and 10 months, and five and half years respectively.

## A Dime in a Dozen

Even though Insp Low and his team were successful in busting this scam syndicate, he warned that we should not let our guards down and we need to continue to be vigilant against such scams as there will be other scammers out there using other creative means to dupe their victims.

"Though I am proud to have been able to crack this case and prevent more victims from getting scammed, I am also aware that there will be criminals out there who may become attuned to our response and become smarter," Insp Low commented.

"Hence, no matter what challenges the future may hold and how criminals operate in the future, the Police will always continue to innovate and adopt new ways of dealing with cybercrime."

Indeed, this case serves as a stark reminder that technological advancements, which improve our quality of life, may also be exploited by criminals to partake in transnational criminal activities. The Singapore Police Force must remain steadfast in its mission to keep Singapore the safest city in the world!



# 50 Years of Aviation Policing in Singapore

By Syam Roslan  
(Photos: Singapore Police Force)

*On 1 November 2020, the Singapore Police Force's (SPF) Airport Police Division (APD) commemorated 50 years of aviation policing in Singapore. To mark this momentous milestone, we look back at the evolution of APD and its key developments since its formation in 1970.*

## The Early Years of Aviation Security

The history of aviation security in Singapore goes back to 12 June 1937. This was when the Kallang Airport, Singapore's first civilian airport, was opened to the public. Then, airport security was managed by a small group of airport personnel called the Special Constabulary.

In 1953, the airport's growing needs prompted the replacement of the Special Constabulary with the Airport Constabulary. The Airport Constabulary saw through the shift of airport operations to Paya Lebar Airport, which opened in 1955. This continued until 1961 when the Airport Auxiliary Police Force took over from the Airport Constabulary. The Airport Auxiliary Police Force worked closely with the SPF, as their location was under the jurisdiction of Paya Lebar Police Station.

## Formation of the Airport Police Division



The first Airport Police Station at Paya Lebar Airport, in the 1970s



Airport Police Station in the 1980s

Due to increasing air traffic and passenger loads, the SPF undertook full responsibility of airport security, leading to the formation of APD on 1 November 1970. When it was first established, APD was located at the Paya Lebar Airport and had a modest manpower strength of about 100 officers to police airport operations involving an annual passenger load of 1.6 million.

APD started a Security Screening Unit in 1974 to conduct pre-board screening of passengers. The screenings were conducted manually by APD officers until the introduction of X-ray machines in 1976. 30 June 1981 saw the relocation of APD to Changi due to the shift of airport operations

from Paya Lebar Airport to Changi Airport. The Changi chapter was a time of new frontiers for APD with many aviation milestones made in tandem with the continuous growth of air traffic and passenger loads.

APD underwent its baptism of fire on 28 March 1991 when Singapore Airlines flight SQ117 was hijacked by four terrorists. The swift and steadfast action of the SPF's Special Operations Command, the Negotiations Unit, the SPF's APD and the Singapore Armed Forces' (SAF) Commandos led to the successful rescue operation after an 8-hour standoff, with no hostages harmed.



An APD officer conducting security checks at the tarmac of Changi Airport in the 1980s



The use of X-Ray machines, introduced in 1976, assisted APD in conducting security checks on passengers

## New Roles, New Responsibilities

In 1993, APD's responsibilities expanded beyond general policing when the SPF was appointed the Appropriate Authority (AA) for civil aviation security in Singapore, as required by the International Civil Aviation Organization (ICAO). APD is the executive arm for the SPF in carrying out regulatory functions expected of the AA. This included overseeing, regulating and reviewing all aviation security measures in our airports. In addition, APD is also required to conduct quality control activities on airport entities to ensure that their security measures are in line with the set standards and practices, as required under the ICAO's civil aviation security framework.

## Aviation Policing in the New Millennium



(Top Photo) The opening of the new Airport Police Station in 2000



(Bottom Photo) The current site of Airport Police Division

In 2000, APD moved to its current site at 35 Airport Boulevard, due to the need to make way for the construction of Changi Airport Terminal 3. The millennium period saw APD's jurisdiction expanding further, with the opening of then Budget Terminal (now Changi Airport Terminal 4) and JetQuay (now CIP Terminal) in 2006, as well as the opening of Terminal 3 in 2008.

The 9-11 incident, and the myriad of attacks and threats on aircrafts and airports worldwide, have shaped APD's robust aviation security regime. Airport security was upped by several folds. Since October 2001, joint foot patrols with SAF officers have been conducted at the airports. The men in green and blue, armed with sub-machine guns, project high visibility and strong presence of security forces at the airports.

To ensure better security of the airport's transit areas, APD conducted regular operations and checks to look out for suspicious persons. That same year, APD started a system of regular roadblocks and checks at roadways leading to the airport terminals. These roadblocks brought the police presence beyond the airports and effectively deterred anyone intending to commit mischief or criminal acts during their journeys to the airport.





Joint patrols between APD and SAF officers were rolled-out after the 9/11 incident

### Maintaining Excellence

The new decade saw a slew of aviation security developments to augment APD's operations, including the Threat Oriented Passenger Screening Integrated System (TOPSIS), where the community was roped in to assist APD in identifying suspicious profiles at the airports. Electric Stand-Up Vehicles were officially launched in April 2012 and deployed daily at Terminal 1 to 4's transit areas, to enhance police presence and provide faster response to incidents.

The robust aviation security regime that APD has put in place, together with its stakeholders, received international affirmation. Singapore was complimented by overseas aviation security regulators from Australia, US and Europe for having a good systemic structure in managing aviation security. Singapore ranked the best among ICAO's Contracting States for the ICAO Universal Security Audit Programme in 2012, with zero non-compliance results during the audit. APD received further recognition in 2015 when it was awarded the 'Aviation Security (AVSEC) Organisation of the Year' at the Emirates Group Security Aviation Security Symposium & Awards in Dubai.

As one of the respected names in aviation security within the region, APD organised the inaugural ASEAN Counter-Terrorism Conference on Aviation Security in 2018, in collaboration with the Ministry of Home Affairs, Immigration & Checkpoints Authority and the INTERPOL Global Complex for Innovation. The conference, which facilitated sharing of insights and aviation security best practices, was well received by ASEAN member states.

On the operational front, APD was involved in a number of high-profile security deployments, such as the historic DPRK-USA Singapore Summit and the ASEAN Summit.



APD receiving the AVSEC Organisation of the Year award in 2015

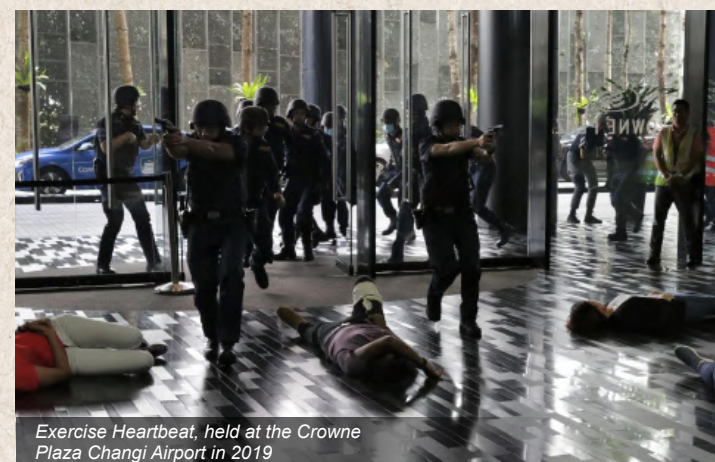


APD officers conducting patrols at the Changi Airport using the Electronic Stand-Up Vehicles

In 2004, APD endorsed the implementation of the Hold Baggage Screening (HBS) System to detect threat objects and items in hold baggage using automated x-ray machines. In addition, all departing passengers and their hand carry belongings were subjected to mandatory pre-board screening. Items assessed to be of threat to the safety of the aircraft would be removed. In 2005, APD started joint patrols with the Police K-9, specifically targeted at terminal buildings, bringing police visibility and presence one level higher. In 2008, APD introduced the Regulated Air Cargo Agent Regime (RCAR). The RCAR, which sees APD regulating more than 200 air cargo agents today, serves to ensure a secured supply chain on commercial aircrafts.



APD officers at Changi Airport, as part of the DPRK-USA Singapore Summit security deployment



Exercise Heartbeat, held at the Crowne Plaza Changi Airport in 2019

As the threat of terrorism remains high in the current climate, APD played its part in multi-agency counter-terrorism exercises such as "Exercise Northstar" at Terminal 3 and "Exercise Heartbeat" at Crowne Plaza, Changi Airport, to test our coordinated responses to mass casualty incidents and validate their contingency response plans.

### Looking Ahead

In the past 50 years, APD has evolved to meet the different challenges and needs posed by a dynamic aviation domain that continues to grow exponentially year after year.

Recent times saw the opening of new airport terminals and buildings such as the Terminal 4 in 2017, the Seletar Airport Passenger Terminal Building in 2018 and Jewel Changi Airport in 2019. While these developments signified the growth of Singapore's aviation industry, they have also inevitably further increased APD's responsibilities to ensure the safety and security of these locations, which continue to be vulnerable to global threats of terrorism.

Today, APD's manpower is also augmented by Police National Servicemen and VSC officers, to support the operations of airport policing. APD continues to be relevant in the aviation domain even in tough times. This is evident through APD's active involvement in the two-month-long deployment in 2019 to search and locate rogue unmanned aircraft systems and operators with the Civil Aviation Authority of Singapore (CAAS), Changi Airport Group (CAG) and the SAF, to prevent disruptions to airport operations.

2020's pandemic situation has hit the aviation sector very hard. This led to APD adopting a paradigm shift and changing its approach towards aviation security regulation. APD continues to work closely with airport stakeholders to manage potential law and order situations arising from foreign workers placed under COVID-19 quarantine orders, and passengers affected by COVID-19 travel restrictions.

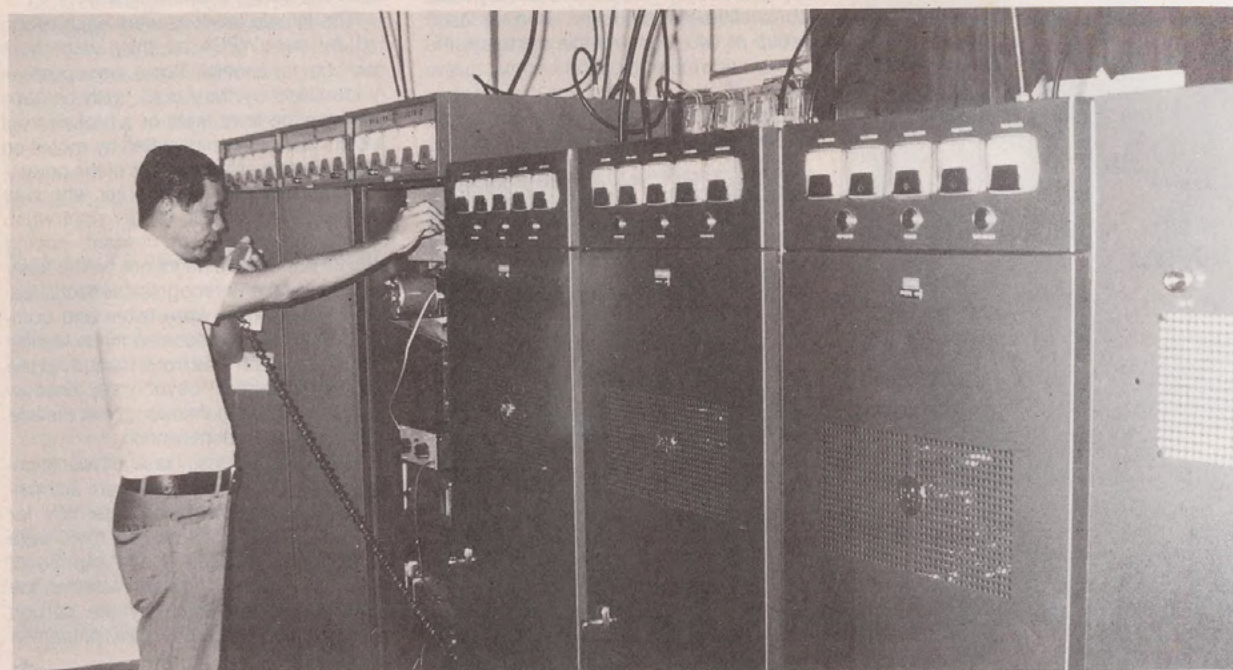
Moving ahead, Assistant Commissioner of Police Evon Ng, Commander APD said, **"Now, APD will need to play an even more important role in aviation security, as the Government continues to take steps towards reviving the Changi air hub and establishing safe air travel bubbles with other countries. Any untoward aviation incident will risk the status of Changi air hub globally. APD will work even closer with our airport stakeholders, such as the CAAS and the CAG, to ensure a robust aviation security regime at our airports without compromising the bilateral arrangements for safe air travel bubbles. This is aligned to APD's vision of making Changi Airport and Seletar Airport the safest airports in the world."**



## Communications Branch

# The police connection

Communications Branch provides vital radio network



Ag Insp Foo-Siang Khoo testing the radio link

Telecommunication plays a vital role in the day-to-day operations of the Police Force. And few are aware of the men behind the maintenance of the telecommunication facilities for the Force. They are from the 'Force Communications Branch' situated at Eu Tong Sen Street.

Established in late 1940s, the Unit has been responsible for providing communication facilities which are almost indispensable for the maintenance of law and order. They include telephone and teleprinter facilities, security alarm system and radio communications network.

Head Technical, Supt Ng Yow Meng, who is responsible for the Communications Branch has this to say. "The unit's work involves the procurement, testing, installation and commissioning of equipment related to communications."

The Officer in charge of the Communications Branch since 1976 is the Force Communication Officer ASP Chew Keng Woo. Under him is the Assistant Force Communication Officer, and a staff of 50 mostly technicians.

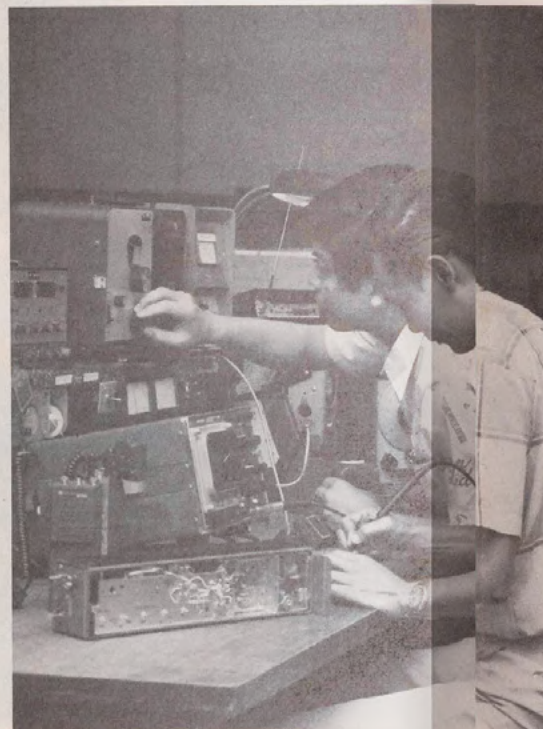
In view of the importance of the service which the Unit has been rendering over the years, recruitment of its staff is carried

out with great care. The technicians are normally recruited from various Divisions. Those selected have a minimum qualification in radio and electronics. Above all, it is their aptitude for the job that counts more than anything else. In addition, they must have also served at least two years in the Force after their confirmation.

After recruitment, they have to undergo on the job training, the duration of which depends on their ability to catch up with the work. In addition, they are also allowed to attend courses at Vocational Institutes to obtain Trade Certificates. They can also opt to sit for external examinations conducted by the City and Guild for advanced course in electronics.

A closer look at the work of the Force Communications Branch will give one the full spectrum of its responsibilities. One section is solely in charge of maintaining some 1,200 portable radio sets in the Force, another is responsible for the conducting of field studies related to the needs of various types of equipment.

Under another section comes the maintenance of control stations in five different locations. And fixed stations, numbering over 100, are looked after by



Technicians repairing radio equipment



entirely a different section. Yet another section is in charge of workshops, administration, installation of public address systems and the maintenance of mobile radios. In short, preventive maintenance is the word to describe the work of the Unit.



Ag Insp Tan

The Unit spends half of its time servicing various equipment as a matter of daily routine. Ample stocks of spare parts of the equipment, such as transistors, integrated circuits and other electronic components, are also stored by the Unit to meet the daily demands for them.

The Unit spends some 250,000 dollars annually on radio maintenance.

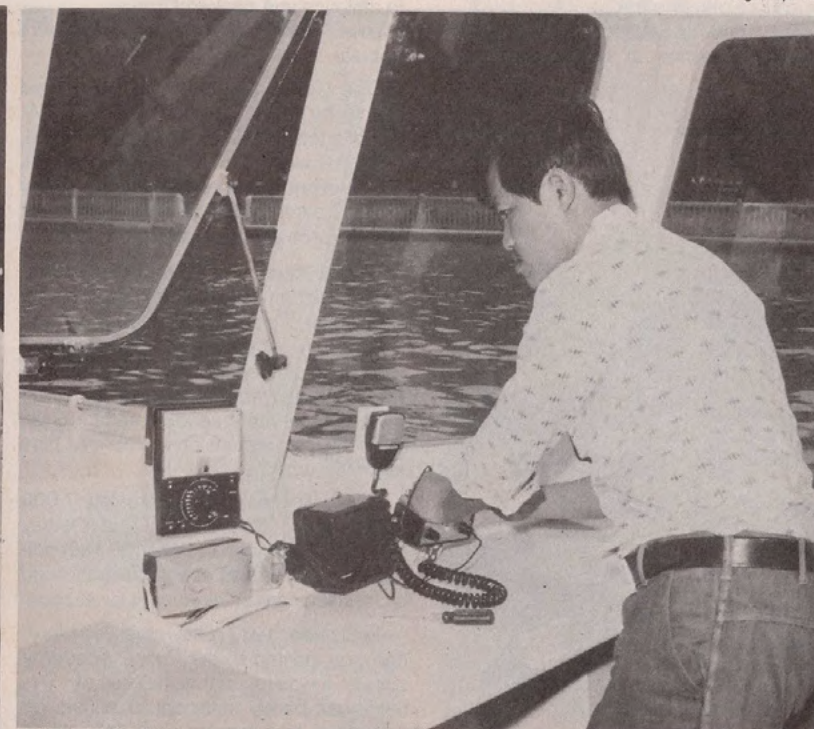
Ag Inspector Tan Kok Yong, who heads the Personnel Radio Section, told Police Life that his section services and maintains an average of 20 portable radio sets everyday. The sets are sent to the section on a weekly basis.

Besides this, workers from the section also go out to various stations to check the batteries for the sets.

Ag Inspector Tan rose from the ranks. He joined the Force in 1968 as a Police Constable. Two years later, he was transferred to the Unit. He has a 'City and Guild Full Technology Certificate' from London.

After spending eight years in the Unit, Ag Inspector Tan remarked that the Telecommunications Course which he had undergone had been very useful in the discharge of his duties.

Ag Inspector Tan also hopes to take up an advanced course in Technology. And this will definitely stand him in good stead in the years to come in his service with the Unit.



Checking . . . the radio set in the police launch



Soaring . . . into the sky the transmitting tower



# Open and Resilient Leadership

*Adapted from 'Leadership Stories Through The Years, Issue 02' by Police Psychological Services Division, Manpower Department*

A career in the Singapore Police Force (SPF) was quite the unexpected path for a young Mr Seah Thian Pau. His father wanted him to be a teacher, and he studied zoology and botany in university in hopes of pursuing veterinary after graduation. He candidly revealed that he joined the Force as a fresh graduate in 1978 without expecting himself to stay for so long, but was eventually drawn by the exciting and diverse opportunities he received in the SPF. Little did he realise that his training in zoology and botany would give him an edge in the transformation of the Police K-9 Unit several years later. Mr Seah continued to serve in the Force for another 31 years before retiring as Commanding Officer (CO) Police K-9 Unit (K-9) in 2008.

Mr Seah wore many hats during his time in the Force, with his longest posting being 11 years as CO K-9. Some other notable positions he has held include Deployment Officer (presently known as Head Operations) at Tanglin Police Division during the Hotel New World collapse, Officer-in-Charge (OC) Patrol at Traffic Police, and one of the hostage negotiators in the SQ117 incident. Being posted to different units in the Force provided Mr Seah with a variety of lessons in police leadership and in this article, we share with you three main leadership lessons.

## The Art of Negotiation

*"I remember it was the night of 26 March 1991. I was unwinding for the day and watching some programmes on the television when suddenly, Radio Division called and alerted me of a Singapore Airlines flight being hijacked. Like many others who received the news, I too thought it was an exercise as these things were very much unheard of around here, but as fate would have it, it was the real deal. I was on hostage negotiation duty that month, so my teammates and I quickly made our way down, not fully comprehending what was awaiting us then. The operations prolonged into the night and the next morning as we tried our best to work towards a resolution with the hijackers aboard flight SQ117."*

Assistant Superintendent of Police (ASP) Seah and his negotiation team treaded cautiously over dicey territory as a hundred over lives were at stake, and the hijackers' patience was quickly wearing thin. It was many taxing hours of strategising as a team and maintaining composure in a high-pressure situation. Being the main point of contact with the hijackers meant that they were tasked with finding out more about the hijackers and what their demands were.



ASP Seah when he was OC Patrol at Traffic Police

As a trained negotiator, ASP Seah exercised strong personal mastery while staying calm under pressure and worked well with his team to ensure that the crisis negotiation operations were carried out smoothly. They facilitated the successful resolution of the crisis by communicating effectively with the hijackers and negotiating with them to relocate the plane for refuelling, all of which helped to buy time before the final takedown. Thankfully, all passengers and crew on board the SQ117 flight were rescued to safety.

Incidents like the SQ117 hijack is one of the many testaments to how we can triumph over tough situations by exercising personal mastery and maintaining composure in the face of pressure.

## Keeping Up with the Times

*"Being posted as CO K-9 was a blessing in disguise as the things I had studied in university were useful in guiding my decisions. I knew from experience what was needed, such as the best kind of kennels for our dogs and the different types of feed. It is not every day that one has the honour of helping to transform a Police K-9 Unit, but as I always believe, times are changing and so have operating environments. It is vital that we constantly upgrade ourselves and our services."*



ASP Seah on a study visit to the Royal New Zealand Police College's Dog Training Centre at Wellington, New Zealand in 1998





DSP Seah personally testing the dogs in Budel, Holland in 2000



DSP Seah on an attachment to Special Weapons and Tactics (SWAT) at San Diego, United States of America in 2002

During his time in the Police K-9 Unit, ASP Seah, who was later promoted to Deputy Superintendent of Police (DSP) Seah in 1999, took the opportunity to learn from the best police canine units around the world, and found ways to incorporate these best practices back home. After several visits, he noticed how memorable the term “K-9 Unit” sounded and proposed for an official renaming of the unit from Police Dog Unit (PDU) to the Police K-9 Unit that we know today!

Under the leadership of DSP Seah, many enhancements were made to keep up with the times and raise the prestige of the K-9 Unit. For example, after the tragic Bali bomb blast in 2002, he was tasked by then Deputy Commissioner of Police, Mr Goh Liang Kwang, to train a team of explosive detection dogs. Without hesitation, he quickly sourced for suitable dog breeds from around the world and looked into the relevant training for the officers.

After obtaining approval, DSP Seah rolled out the training plan to send officers in batches to the Surrey Dog Training School (UK) for the Explosive Detector Dog Programme over two years. He also extended the training to form a team of tracking and cadaver dogs, which further enhanced the operational capabilities of the Police K-9 Unit. DSP Seah's 11 years in the K-9 Unit had certainly been a fruitful one, and the impact of these changes have persisted till today.

With more than a decade at the helm of the Police K-9 Unit, DSP Seah's leadership has shown us that indeed, good things can come from being open to changes and embracing creativity in our work. As the saying goes, change is the only constant! By seeking out opportunities and learning from best practices around the world, DSP Seah added value to work processes and systems in the K-9 Unit. His enthusiasm towards changes that came his way also inspired his men to believe in his cause and support him in all these endeavours. DSP Seah's openness and hands-on approach was undoubtedly a catalyst that facilitated the transformation of PDU to the Police K-9 Unit that we see today.

### Be Humble, Be Fair

Mr Seah's policing stories shed light on the many manifestations of effective police leadership behaviour at different levels. His third and final lesson in police leadership was something he practised as a leader but only truly fully understood after leaving the Force.

*“Leadership is simple – treat people like human beings. In order to gain respect, you must give respect. Policing enriches you with different experiences and encounters with different people, but in the end, work is still work. Once you leave the Force, you are no longer a police officer but just a human being. While people may respect you now because of the rank you wear on your uniform, the true show of your character is how others regard you when you are without your uniform. You will cross paths again someday, so always be humble and fair, both as a leader and a person.”*



Deputy Director of Police Psychological Services Division and team with Mr Seah, at his office at NUS Campus Security

Having retired in 2008, Mr Seah traded in his navy-blue garb for civilian wear when he joined the National University of Singapore as the Director of Campus Security. Despite being in a new operating terrain, Mr Seah fondly reminisced his policing days and acknowledged how his experiences in the Force have greatly influenced his current work process and his approaches toward managing his team. He strongly believes that joining the SPF “makes for an extraordinary career” and wishes the organisation a happy 200 years of policing.



# A Way with



By Elliot Wong  
(Photo: Elliot Wong)

Growing up, most of us would be familiar with the word game, Scrabble, which challenges one's vocabulary and spelling. However, to Special Constable/Sergeant (SC/Sgt) Nicholas Hong, Scrabble is more than just a word game as he has taken the game to the next level, spelling words to the top of the competition and winning the Civil Service Games' E-Scrabble Tournament as a representative of the Singapore Police Force (SPF). SC/Sgt Hong shares with *Police Life* the 'secrets' to his victory, and how his experience with Scrabble has shaped the way he leads trainees as a Field Instructor (FI) in the Home Team Academy (HTA).



"To be honest, I have not really played Scrabble since secondary school," SC/Sgt Hong shared humbly. At first glance, many would not expect him to have even played the game before, let alone be among the top 15 players in Singapore at one point. Most of SC/Sgt Hong's current hobbies involved physically rigorous activities, such as regular gym sessions, boxing and taekwondo. Among his other achievements, he was placed 3rd in his Junior College's cross-country, and was the Mens' Junior Team Champion in the Police Sports Association's Endurance Sports Cross-Fit Challenge.

Given his athletic lifestyle, many were surprised to find out just how adept SC/Sgt Hong is at Scrabble. His love for sports defies the stereotype of the sedentary Scrabble player, and his skillfulness at the game often becomes a point of intrigue for people who meet him for the first time.

## How it all started

"It all started when I forgot to submit the form indicating my preference for my Co-Curricular Activity (CCA) in secondary school," SC/Sgt Hong recounted. "So I was randomly assigned to the Scrabble Club and was not really intending on being an active member at first."

As he spent more time with the game, SC/Sgt Hong's interest grew as he found the game intellectually exciting and he also enjoyed participating in Scrabble tournaments.

"I started to realise that I was actually quite skilled at the game," he explained. "In my mind, I could see the different words coming together on the board quite easily and forming powerful combinations to eliminate my opponents just came naturally."

SC/Sgt Hong's competitive spirit drove him to compete in many tournaments throughout his secondary school days and clinched many championship titles. Owing to his skillfulness, his head coach actually appointed him as an 'unofficial' coach to his peers. "Being able to use what I am good at to help my peers to improve and grow gave me a great sense of satisfaction." This was an attitude that stuck with him long after his secondary school days and shaped him to become the FI he is today.

Now, as an FI, SC/Sgt Hong spends most of his time conducting physical training and drill sessions for his trainees. Like his days in the Scrabble team, he takes pride in being able to lead his trainees in their transformation journey from being a civilian to a police officer.

"Witnessing their growth from their enlistment day to their Passing Out Parade is incredible! I always feel proud leading my squad when they march onto the parade square for the last time." SC/Sgt Hong said.

## Playing for the Home Team

At one of his training sessions, SC/Sgt Hong was giving a talk to his trainees and happened to mention his former days of playing Scrabble competitively. His trainees, surprised at this piece of trivia about their FI, mentioned it to one of the 'enciks' at Basic Training School, who then asked if he could represent the Training Command at some Scrabble tournaments.

"It had been a while since I played the game and I was not exactly sure if I was up to it," SC/Sgt Hong recounted.

Nevertheless, SC/Sgt Hong went on to compete in the Home Team Sports and Recreation Association Games. Despite not having touched the board for a couple of years, he still managed to clinch the 5th placing. He then went on to compete in the Civil Service Games, where he managed to clinch the Championship Trophy!

When asked about his victories, SC/Sgt Hong quipped, "Some of it was really just pure luck." Though it was evident that he still had a strong sensing of the game, he acknowledged that many of his opponents had put up a good fight, and at the end of the day, part of the reason why he won was simply because he drew a good hand.

"That is what makes Scrabble so interesting," SC/Sgt Hong explained. "Even among players of a similar skill level, the element of luck can still make all the difference. It is as much about the tiles you draw and the way you play them."

## Beyond Scrabble and the Police Force

Though SC/Sgt Hong still has a knack for the game, he shared that he is unlikely to continue playing competitively anymore, as he wants to focus on sports and training his physical fitness.

"It was a good run, but I think I want to spend my time doing other things," he shared. "Nonetheless, I am thankful to the Force for giving me the opportunity to relive my Scrabble days in more ways than one, not just in the game itself but also the way I coached my fellow peers back then, and the way I lead my trainees right now."

In some way, what is admirable about SC/Sgt Hong was not his ability to play an old board game, but about the way he chose to excel at everything he did, competing to the best of his ability, and guiding others in their journey towards excellence. It was never about the game itself, but the attitude behind the game, that we can all learn from.



