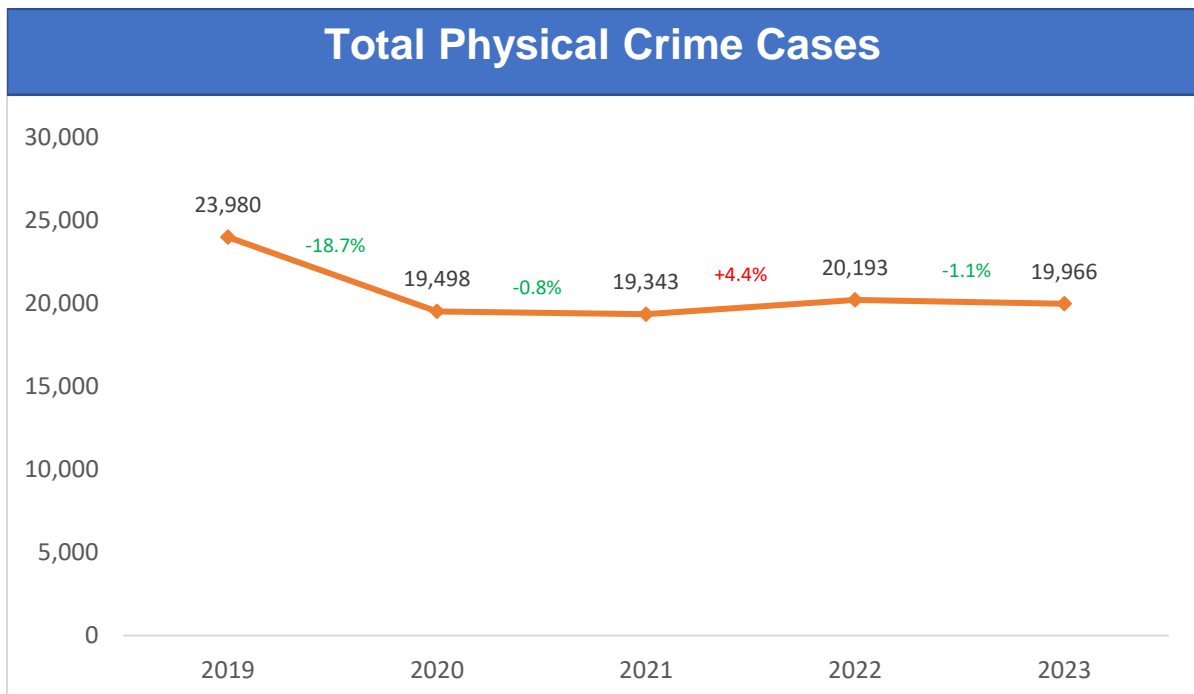


# Annual Crime Brief 2023

## Physical Crime Situation

### *Physical crime cases decreased slightly in 2023*

The total number of reported physical crime cases decreased slightly by 1.1% to 19,966 in 2023, from 20,193 in 2022.



### *Crimes of concern*

2 In 2023, the crimes of concern included **shop theft, theft in dwelling, outrage of modesty and voyeurism**. Shop theft constituted the highest proportion of reported cases amongst all the physical crimes.

3 There were 277 days in 2023 which were free from robbery, snatch theft and theft of motor vehicle - an improvement of 36 days compared to 241 days in 2022. These crimes all saw a decrease in cases in 2023, as compared to 2022.

## Shop Theft

4 Shop theft cases **increased** by 695 cases to 3,939 cases in 2023 from 3,244 cases in 2022, and accounted for 19.7% of total physical crime cases. 68.1% of the cases occurred at retail outlets such as department stores, supermarkets, pharmacies, and mini marts/convenience stores. Items typically stolen included food and beverage, alcoholic drinks, personal care products, apparels/accessories, cosmetics, and medical/health supplements.

5 The SPF has been actively engaging the public across all age groups to raise awareness of the consequences of committing shop theft. This is done through various engagement platforms such as school talks, youth engagement programmes, Coffee with a Cop initiative, house visits, and crime prevention talks jointly led by the Police and the National Crime Prevention Council (NCPC). The NCPC also taps on Crime Prevention Ambassadors to regularly engage the elderly, through customised content in vernacular languages such as Mandarin, Malay, and Tamil.

6 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 their retail outlets islandwide to the Shop Theft Awareness for Retailers (STAR) Programme. As of 31 December 2023, there are 201 retail outlets onboard the STAR Programme.

7 Under the STAR Programme, the SPF works closely with the 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 Sephora have put in place enhanced in-store security measures and surveillance signages for stronger deterrence. Sephora has also incorporated the A.S.K. protocol as part of their staff training, which primarily leverages good customer service to deter shop theft.<sup>1</sup> Popular has been actively engaging the SPF regularly to identify effective measures to prevent and deter shop theft. It has taken steps such as strategic deployment of anti-theft magnetic locks for certain IT, gaming, and audio accessories on display. Additionally, some items are now secured with spider-wrap security tags, while barcode sensors are used for lower-value items. Mustafa Centre had shared empirical data for SPF to conduct targeted patrols in their store, disseminated anti-shop theft pamphlets and displayed anti-shop theft collaterals such as TV screens, decals, posters, wobblers and standees. **The SPF would like to encourage all retailers to come onboard the STAR programme. They are encouraged to take preventive and deterrence measures to safeguard their business against shop theft, which is the most effective way to tackle shop theft.**

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<sup>1</sup> 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 will feel uneasy and does not have the opportunity to shoplift.

## Theft in Dwelling

8 Theft in dwelling cases **decreased** by 34 cases to 1,695 cases in 2023 from 1,729 cases in 2022, and accounted for 8.5% of total physical crime cases. Decreases were mainly observed at residential and commercial premises:

- a) Residential premises – 854 cases reported in 2023, compared to 881 in 2022. Cases which occurred at residential premises typically involved items such as cash, jewellery, electronic items such as handphones and branded bags and watches.
- b) Commercial premises – 493 cases reported in 2023, compared to 503 in 2022.

9 **Most cases at residential and commercial premises (811 cases or 60.2%) were committed (or suspected to be committed) by culprits known to the victim, such as tenants/roommates, family members, service providers and friends/acquaintances.**

## Outrage of Modesty

10 The number of outrage of modesty (OM) cases **decreased** to 1,528 in 2023 from 1,610 in 2022 and accounted for 7.7% of the total physical crime cases. **Most cases (884 cases or 57.9%) involved culprits known to the victims.** The top three locations where OM offences were committed were:

- a) Residential premises – 374 cases reported in 2023, compared to 426 in 2022.
- b) Public transport network – 169 cases reported in 2023, compared to 178 in 2022.
- c) Nightspots – 135 cases reported in 2023, compared to 129 cases in 2022.

11 The SPF will continue to work closely with our stakeholders to raise awareness of OM among the public. On 24 January 2024, the SPF and the NCPD launched the fourth edition of the Safe Clubbing Campaign (SCC) 2024 (previously known as the “Smart Clubbing Campaign”). Given the increase in the number of OM cases reported at nightspots, SCC 2024 aims to bring together and leverage the expertise and networks of industry partners such as the Singapore Nightlife Business Association, Singapore River One and the Singapore Alliance for Responsible Drinking, to promote a safe environment for patrons and staff of public entertainment (PE) outlets. This includes educating the public on individual responsibility such as drinking in moderation, as well as equipping staff of PE outlets with the knowledge and skills to safely handle intoxicated patrons. These initiatives complement the SPF’s regular enforcement checks on PE outlets. **The SPF would like to encourage both patrons and outlets to do their part in keeping our PE landscape safe, secure and orderly.**

12 Despite the increased usage of the public transport network, the number of OM cases which occurred on public transport decreased, to 169 cases in 2023, compared to 178 in 2022. The SPF has been working with public transport operators and partners, including the Land Transport Authority and the NCPCC, to prominently display anti-crime posters within the public transport network, such as on MRT trains, at train stations, and at bus interchanges. In November 2023, the SPF launched the first Police concept train which aims to raise awareness of OM cases among public transport commuters. Cautionary messages are displayed prominently on the floor as well as on the interior sides of the MRT cabins, to warn would-be perpetrators of the consequences.

## Voyeurism

13 Voyeurism cases increased by 52 cases to 476 cases in 2023 from 424 cases in 2022, and accounted for 2.4% of total physical crime cases. The top three locations where voyeurism cases were committed were:

- a) Residential premises – 151 cases reported in 2023, compared to 142 in 2022.
- b) Shopping complexes – 84 cases reported in 2023, compared to 54 in 2022.
- c) Public transport network – 56 cases reported in 2023, compared to 55 in 2022.

14 **The majority of cases at residential premises (126 cases or 83.4%) 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 public transport typically involved perpetrators unknown to the victims.

15 The number of voyeurism cases which were committed on public transport remained stable despite rising ridership. The SPF will work with public transport stakeholders and the community to enhance public education and to deter would-be perpetrators. From February 2024, advisory messages on voyeurism will be displayed prominently on the escalators of selected MRT stations.

16 Commercial premises must do their part to ensure the safety of their patrons. The SPF has been working closely with our stakeholders to better protect their patrons from being victims of voyeurism, especially through environmental design. One such initiative is the installation of anti-voyeurism mirrors in public toilets from March 2022, which allow toilet users to view the top of the cubicle without having to constantly look up, helping to safeguard their privacy. This has been implemented in several malls, including Downtown East Singapore, Kallang Wave Mall and the Punggol Regional Library, and will be progressively scaled up to more locations. Please refer to **Annex A** for a quote by Ms. Felice Low, Director, Infrastructure, NTUC Club.

## Everyone Has a Role to Play in Fighting Crime

17 Everyone can contribute to the safety and security of Singapore. This includes business operators, such as public transport operators, retail outlet owners and PE 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 may approach their nearest Neighbourhood Police Centre (NPC) for more information on the anti-crime initiatives by the SPF.**

18 Launched in December 2021, the Community Watch Scheme (CWS) aims to build an informed and vigilant community through the dissemination of targeted crime alerts and advisories to CWS members. The SPF will be organising an inaugural CWS Brunch & Learn event on 24 February 2024 to engage CWS members on the latest crimes of concern.

19 Members of the public are also encouraged to stay vigilant against crime by taking preventive measures and being aware of their surroundings. Family members and friends have a crucial role to play in preventing their loved ones from becoming victims of crime, by looking out and reporting suspicious activities to the Police.

20 The SPF would like to acknowledge all its community partners and stakeholders for their strong support in helping to keep Singapore safe and secure. In 2023, SPF presented 39 Public Spiritedness Awards, 55 Community Partnership Awards and 26 Outstanding Community Partnership Awards. We urge the community to continue to support us in the fight against crime.

21 Please see **Annex B** for comments from the Director of Operations Department.

**PUBLIC AFFAIRS DEPARTMENT  
SINGAPORE POLICE FORCE  
19 FEBRUARY 2024 @ 3PM**

## **Annex A**

### **Quote by Ms. Felice Low, Director, Infrastructure, NTUC Club**

In our ongoing commitment to providing a safe and welcoming environment, Downtown East has collaborated with the Police to install the anti-voyeurism mirrors in our toilets, addressing the concerns about voyeurism. While there are currently no voyeurism concerns at our mall, we recognise the importance of staying ahead of potential issues. This collaborative effort reinforces our dedication to the well-being of patrons and community, demonstrating that even in the absence of immediate concerns, we believe in taking pre-emptive steps to ensure a safe and secure environment for all.

*- Ms. Felice Low*

*Director, Infrastructure, NTUC Club*

## **Annex B**

### **Quote by Director of Operations Department**

*Physical crime has seen a reduction in 2023 compared to the previous year. This would not have been possible without the strong support from our stakeholders and the community to adopt crime prevention measures.*

*We call upon them to join us, in particular, to prevent, deter and detect physical crimes which have been proving challenging to tackle. These include shop theft, and outrage of modesty at night clubs and bars. We believe that by presenting a united front, we have the best chance of sustaining the low levels of crime here, and upholding Singapore's reputation as one of the safest places in the world.*

*- SAC Gregory Tan*

*Director of Operations Department*