

**POLICE
LIFE**

THE SINGAPORE POLICE FORCE MAGAZINE
VOLUME 42 NO.5

SG Secure Building a Community of Prepared Citizens



**A Bridge Between
Communities
Driving Service Delivery**

CONTENT



Note from the Team

"Prevention is better than cure." It is often easier to prevent something from happening, than to mend the damage after the act. Despite the peace and stability that we enjoy thus far, Singapore cannot afford to be complacent.

In this issue of *Police Life*, let's further explore SG Secure and see how these measures are important in safeguarding our city-state from terror attacks.

We will also give you a glimpse of the President's visit to the Criminal Investigation Department (CID). Read on to learn about our National Serviceman officer who was presented with the Public Spirited Award for going beyond the call of duty. Also read "My View" and be surprised by the Matra Communications set that would "screen you through!"

We hope that you will find this issue an interesting read!

SC2 Darwisyah Daud
Police Life
Journalist



03

Driving Service Delivery



04

SG Secure Building a Community of Prepared Citizens



06

Trial by Fire and Happenings



07

Unified Scheme of Service



08

Visit to Criminal Investigation Department by President Tony Tan



10

I am Portable Radio Set



11

16th Meeting of Interpol Asia-Pacific Expert Group on Organised Crime



12

A Bridge Between Communities



13

The Police Connection



14

Our Eyes in the Shadows



15

National Police Cadet Corps Annual Parade 2016



16

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Driving Service Delivery



By: Ms Luo Min Zhen, Denise

Photographer: Cpl Md Shahrinnizam Abdul Rashid

Minutes into the conversation and I knew this was going to be a no-holds-barred interview. Director Service Delivery Department (SDD), Assistant Commissioner of Police (AC), Maria Oh, is a brilliant conversationalist who enchants with her unpretentious and vivacious personality, a contrast to her serious front.

In her 24 years of service, AC Oh has served in a number of postings both in the staff and line units. These include as Head Operations and Training in Bedok Division, Deputy Commander in Training Command, Deputy Director Police National Service Department and Director Logistics. Her experience also saw her doing two stints in the Ministry of Home Affairs, where she served as Deputy Director (Community Relations) in the then Policy & Operations Division between 2007 and 2008, and more recently as Director (System Audit and Review) in the Inspectorate & Review Division, before taking up her current position as Director SDD.

Filter and Analyse

As Director of SDD, AC Oh is also the Quality Service Manager for SPF and works with officers in SDD and other SPF units to understand feedback providers' requirements and expectations, ensure that feedback are acted on promptly, and that sufficient effort is made to explain and clarify the issues raised by the feedback providers. In this regard, AC Oh explains that it is essential for officers managing feedback to be able to "filter out the noise" and "identify and analyse the core issues that are articulated through verbal or written communications". Whilst there are certain Standard Service Timelines and Service Doctrine to guide officers' response, AC Oh recognises the importance for officers to be trained to learn how to mitigate issues professionally and turn every interaction into a positive experience to

ensure that the public's trust in the SPF will be built and sustained.

Deeply motivated by a quote she picked up from a trainer she met at a course, AC Oh has since adopted this as her mantra: "Feedback is the breakfast of Champions!". She explains that **"We should not be afraid of feedback, be it good or bad, take it positively. Just as breakfast is the most important meal of the day, it is also important for us to embrace feedback with a positive mindset so that we can learn from it, act on it and improve ourselves, whether as an individual or as an organisation."**

Anywhere, anytime

Currently, serving her third year as Director SDD, AC Oh also acknowledges the challenge of managing the rising expectations from the public. **"We cannot remain status quo as far as our service delivery is concerned. We need to constantly review our internal processes and see how we can improve,"** exerts AC Oh.

As part of the department's efforts to enhance SPF's service delivery, AC Oh shared that there is no better way to understand the improvement that needs to be made than through the voices of 'customers'. With the help of a consulting firm, SDD conducted an extensive study to understand the needs and expectations of the public on police services and how

we can significantly improve the way SPF serves the public. Not only were members of the public surveyed, interviews were also conducted internally to get ideas on how to improve service delivery. **"SDD is working with several SPF departments to transform the way SPF delivers service to the public,"** shares AC Oh.

Through the study, it was revealed that many people are willing to use self-help digital channels in future and that digital services are not fulfilling its potential for service delivery in the SPF. SDD is embarking on a Service Transformation Plan that would benefit both members of public and the SPF in future. For the public, in future Police services would be made available to them more conveniently anywhere and at anytime. This would also greatly increase the efficiency and effectiveness of the officers deployed.

Keeping the Pulse

Ultimately, AC Oh emphasises that beyond the transformation plan, sincerity forms the crux of service delivery. Although it may be challenging to handle high volumes of feedback and the rising expectations of the public, AC Oh firmly believes that if one is **"sincere in wanting to serve, it is possible to make a positive impression on people we interact with and gain their trust. Always be patient and listen before deciding what assistance is required and how to go about providing the person with the necessary help or advice."**

SG Secure: Building a Community of Prepared Citizens

By: SC 2 Tan Yick Wei, Jonas
Photographer: SSgt Chee Yong Tat

"We cannot let the terrorists divide us as a society. Therefore, we need to be prepared for an attack, both in terms of how we respond when an attack takes place and how we react after the attack. Both are extremely important. We need the skills on what to do, this is what emergency preparedness is about. We need the skills in terms of community cohesiveness." — Minister for Home Affairs Mr K Shanmugam at the launch of the revamped Emergency Preparedness (EP) Day at Chong Pang.



The frequency with which terrorist attacks are happening around the world has created a heightened security climate. The attacks are also getting closer to home with Puchong, Selangor and Solo, Indonesia in recent weeks. The threat of an attack in Singapore is not a matter of if but when, and the community needs to prepare themselves to prevent and respond to a terrorist attack. The Government's efforts alone are not enough; in the current threat environment, the community plays a critical role.

To significantly beef up community response, the Home Team, together with partner agencies, will

develop and implement SG Secure. SG Secure aims to engage, sensitise, train, organise, mobilise and exercise the community to better protect itself from a terrorist attack.

Safeguarding Our Way of Life

"Let us pledge our commitment to stay alert to ever-present security threats, stay united as one people during peacetime and in crisis, and stay strong to be resilient and bounce back quickly in a crisis." — Senior Minister of State for Home Affairs and MP for Jurong GRC Mr Desmond Lee at the Jurong Spring EP Day.

The SG Secure movement provides a platform for individuals, neighbourhoods, schools, workplaces, businesses and other key stakeholders to start getting involved and taking ownership over their safety and security, and that of their loved ones. With many helpful public advisories such as the 'Run, Hide, Tell' advisory, the Improvised First Aid Skills advisory, and the Community Engagement Guide, the community will learn how to keep themselves as well as their family and friends safe in the event of crises, and how to work hand in hand with the Singapore Police Force to deal with terrorist threats.



Revamped Emergency Preparedness (EP) Day

The Revamped EP Day is a signature programme of SG Secure in the neighbourhoods. It is focused on counter-terrorism, and aims to bring the reality of a terror attack to the ground, while equipping Singaporeans with the knowledge and skills to respond to such an attack. To assess the readiness and response of the community during a terrorist attack, the SPF conducted scenario drills during the revamped EP Days on 28 May 2016 in Chong Pang and on 29 May 2016 in Jurong Spring. The residents in Chong Pang constituency witnessed a simulated gunman attack and a hostage situation in a coffee shop, while the Jurong Spring EP Day involved a bomb disposal crisis. Booths were also set up to create awareness and engage residents on the 'Run, Hide, Tell' advisory, Police@SG application and iWitness.

"The scenario drill shows the public what to expect in a terrorist attack and demonstrate skills that we want the public to learn, such as the 'Run, Hide, Tell' advisory" says Deputy Assistant Commissioner (DAC) Ms Pauline Yee, Director of Community Partnership Department. With the simulated scenarios, residents have the opportunity to experience the reality of a terrorist attack and rehearse what they are supposed to do. The scenario drill is a key feature under the revamped EP Day to train the community.

Vigilance, Cohesion, and Resilience in our Neighbourhood

"The terrorist only needs to succeed once. We need to be very clear that a would-be terrorist will face formidable hurdles. That is our task." Minister Mr K Shanmugam's wise words remind us that it is everyone's responsibility to keep Singapore safe and secure. We all have a responsibility to stay alert to security threats, stay united in crisis, and stay strong to bounce back quickly when crises happen, so as to protect our community and way of life.



Trial by Fire

By: SC/Cpl Tan Yick Wei Jonas
Photographer: SC2 Darwisyah Daud

On 9 March 2016, thick billowing smoke could be seen rising from Blk 494 Jurong West Street 41. A fire had broken out in a unit of a shophouse and was causing a commotion among the residents and passers-by. Thankfully, SC/CPL Kelvin Ong Wei Ming, an off-duty Police National Service Full-time (PNSF) officer, who was shopping around the area, responded immediately to help to control the situation before the Singapore Civil Defence Force (SCDF) or the Singapore Police Force (SPF) arrived.



Owing to SC/Cpl Kelvin's prompt actions, the situation quickly came under control. To thank him for a job well done, he was awarded the SCDF Public Spiritedness Award on 28 March 2016 by Member of Parliament, Mr Ang Wei Neng. Police Life takes this opportunity to interview this courageous young PNSF about the incident.

Helping the people

"I knew I had to help the people first, to make sure no one was injured be it from the fire or inhaling the smoke." Being an escort for Persons-In-Custody, SC/Cpl Kelvin had no prior training in handling such situations. However, he relied on the SPF's maxim to protect life, so he decided his immediate priority was to get people to safety. He rushed up to the fourth floor where the fire had broken out, and advised the residents to stay in their houses and close their windows to reduce the smoke from going in. He then searched around for the cause of the fire, and found an altar in one of the units that was ablaze. After ascertaining that it was not a grease fire, he braved the smoke and extinguished the fire with water from a neighbouring unit to prevent it from spreading further. By that time, the SCDF and SPF had arrived, and they took over the situation from there.

A Projection of SPF

"An off-duty officer is still an officer." SC/Cpl Kelvin Ong cited this as the reason for his actions despite being off-duty at the time. He believes that as a SPF officer, it is his duty to always put the people's well-being at the forefront. He believes that he owes it to himself to display the values of courage, loyalty, integrity and fairness entrusted to him by the SPF even when he is not wearing the Police uniform. He believes that it is his responsibility to keep the people of Singapore safe and secure. It is because of these beliefs that make him a model for all of us to learn from.

Happenings



Signing of the new Memorandum of Understanding (MOU)

On 18 May 2016, the Singapore Police Force's Commissioner of Police (CP) Hoong Wee Teck signed a new Memorandum of Understanding (MOU) with the Korean National Police Agency's Commissioner General Kang Sin-Myeong, replacing the existing one which will be expiring in September 2016. The new MOU demonstrates the resolve of both agencies to continue strengthening law enforcement cooperation in combating transnational crimes and developing police cooperation through enhanced information sharing, capacity building, professional development and training. *"It is important for the Singapore Police Force to continue to work with our foreign strategic partners to tackle new and emerging challenges, and to strive towards a safer Singapore"* said CP Hoong.

Singapore — United States Third Country Training Programme (TCTP)

The Singapore — United States Third Country Training Programme (TCTP) and the INTERPOL South Asian Workshop on Cybercrime were held from 2 to 6 May 2016. Held for the 3rd consecutive year, the CyberCrime Command (CCC) under CID spearheaded the planning, co-ordination and provided trainers for the workshop as they worked closely with the United States. Relevant contents and practical sessions were developed for ASEAN participants from investigative, forensics and prosecution units. This is in line with Singapore Police Force's thrust of "Furthering International Cooperation" as it strengthens relationships among countries which are of utmost strategic importance in combatting the transnational nature of cybercrimes effectively.

In his opening speech, Deputy Commissioner of Police (Investigations & Intelligence) highlighted the increasing complexity and challenges faced by law enforcement agencies worldwide and commended the excellent work of CCC in their initiative to tackle cybercrimes.

By-election for Bukit Batok SMC 2016: Nomination Day

On 22 April 2016, the Singapore Police Force played a significant role in the Bukit Batok By-Election through the setting up of the Police Elections Permit Office (PEPO), following the issuance of the Writ of Election. The officers' efforts contributed largely to Nomination Day at Keming Primary School proceeding safely and smoothly. Commissioner of Police Mr Hoong Wee Teck commended the efforts of all officers.

Unified Scheme of Service

The unified scheme of service was implemented on 1 July 2016 to allow seamless and faster career progression opportunities for good performing Police Officers. In the past, non-graduate officers were placed on the Police Officer (PO) scheme while graduate officers were placed on the Senior Police Officer (SO) scheme. Under the new single scheme, all officers (i.e graduates and non-graduates) who have been assessed to have the same performance and potential can look forward to the same career advancement up the ranks.

MORE THAN JUST A JOB. A CAREER THAT GIVES YOU MORE.

Our officers are our greatest assets. With the unified Police Scheme, our officers are now more empowered than ever to enjoy a fulfilling career in the Singapore Police Force, with plenty of opportunities for advancement, specialisation and development.

1 SINGLE SCHEME

WHAT'S NEW

All officers will now advance under a unified rank structure with two entry ranks – Sergeant for non-graduates and Inspector for graduates.

WHAT IT MEANS

Officers can now look forward to seamless advancement opportunities up the ranks with the unification of the Senior Police Officer and Police Officer schemes.



FAST-TRACKED PROMOTION

WHAT'S NEW

Good performing Sergeants and Inspectors can be fast-tracked directly to the Inspector and Assistant Superintendent ranks respectively within their first few years in the Force.

WHAT IT MEANS

With a greater emphasis on performance and potential, good performing non-graduates can fast-forward up the ranks.



3 NEW EXPERT TRACKS

WHAT'S NEW

Officers can now deepen their specialisation in Investigations, Intelligence, and Special Operations, with advancement based on technical competencies.

WHAT IT MEANS

You can have more freedom to explore your interests, develop depth in your vocation, and be recognised for it.

LEARNING AND DEVELOPMENT PROGRAMMES

WHAT'S NEW

Officers can enjoy full-pay leave to pursue professional programmes/attachments at key career milestones, in addition to an annual Learning and Development subsidy.

WHAT IT MEANS

More opportunities to develop yourself as a Police Officer, and to pick up more skills all-round.



EARLY CAREER

MID-CAREER

LATE CAREER

Single Scheme

Fast-tracked Promotion

Expert Track

Learning & Development Programmes

Career Transition Office

Visit to Criminal Investigation Department by **President Tony Tan**

By: SC/Cpl Tan Yick Wei, Jonas

Singapore has done well. We compare favourably with other cities in the world in containing crime, but it does not mean that we do not have challenges,” said President Tony Tan Keng Yam during his first visit to the Criminal Investigation Department (CID) on 27 April 2016.



Using a forensic light source on a footprint at a mock-up investigation crime scene, President Tan was updated on CID's latest crime solving capabilities at the Forensics Division Training Lab.

Accompanied by Parliament Secretary for Home Affairs, Mr Amrin Amin, and Commissioner of Police Mr Hoong Wee Teck, President Tan was updated on CID's state-of-the-art crime solving capabilities under CID's Forensics Division Training Lab and the Technology Crime Forensics Lab. He was also introduced to the CyberCrime Command which was set up in June 2015 to advance capabilities in technology crime investigations, forensics and intelligence.

Cybercrime presents an “enormously big challenge” for the Singapore Police Force (SPF) and other law enforcement agencies around the world, said President Tan. Not only has the nature of cybercrime evolved, the nature of terror attacks has also changed, as seen in the cases of Jakarta, Paris and Istanbul. Heartened to see SPF leveraging technology and exchanging best practices with other countries to keep up with adversaries, President Tan expressed his confidence in SPF's efforts in safeguarding Singapore but reminded that the country cannot afford to be complacent. ***“It is an effort where the community must work hand in hand with the government and the Police force,”*** he said.



Dressed in their No. 1 uniform, the Police Guard-of-Honour contingent stands at attention while President Tan carries out the inspection.



President Tan signing a guestbook during his visit to the Criminal Investigation Department at the Police Cantonment Complex on 27 April 2016. From left to right: Second Permanent Secretary for Home Affairs Mr Loh Ngai Seng, Commissioner of Police Mr Hoong Wee Teck, President Tan, Parliamentary Secretary for Ministry of Home Affairs Mr Amrin Amin and Deputy Commissioner of Police (Investigations & Intelligence) Mr Tan Chye Hee.



President Tan trying his hand on CID's mobile data extraction technology at the Technology Crime Forensics Lab.



Heartened to see CID's effort in keeping up with the changing threat terrain, President Tan commended CID officers for their good work.



President Tan trying out CID's fingerprint identification capabilities.



I am Portable Radio Set

By: Cpl Muhd Shahrnizam bin Abdul Rashid

Photographers: Cpl Muhd Shahrnizam bin Abdul Rashid

Radio check! Radio check! Testing one, two, three, four. Okay we are live! I am the Portable Radio Set. Although I am new to the Singapore Police Force (SPF), I play a key communication role in SPF.

During work, I assist my officer to transmit information to the Division Operation Room (DOR) operators. DOR operators would then take action on the information received, instructing officers to look out for missing persons, wanted subjects and perpetrators.

See this green button on the left? This button is a distress button which is reserved only for emergency situations where officers are in immediate need of backup assistance.

My screen runs on white LED and features a high resolution display which aids my officer when doing checks in dimly lit places.

My battery has a capacity of 2150mAh, which allows me to withstand 12 hours of duty.

My best friend, MIC, acts as my extension. With MIC tagging along during patrols, my officer will not have to frequently remove me from the Portable Radio set Holster.

Unlike my predecessor, I am smaller and lighter. With the new 110mm antenna, I am able to transmit information more clearly without interruption.



16th Meeting of Interpol Asia-Pacific Expert Group on Organised Crime

By: SC2 Darwisyah Daud

Photographers: Criminal Investigation Department

On 3 to 5 May 2016, a delegation of senior crime managers, investigators and criminal intelligence professionals from regional INTERPOL member countries came together for the 16th Meeting of the Interpol Asia-Pacific Expert Group (APEG) — Singapore, 11th Interpol Project ACES Working Group Meeting and Workshop.



Singapore is one of the first INTERPOL member states to jointly co-host the two meetings with delegates from the regional member countries. The idea of these meetings are mooted by the INTERPOL, with a view to strengthen mutual understanding, enhance camaraderie and cooperation amongst the regional countries in combating transnational crimes; provide a forum for sharing intelligence and experiences in fighting against major crimes; and understand each other's capabilities in eradicating the prevalence of illegal soccer gambling activities and its close links with organised crime syndicates in Asia and South Pacific Region.

The 16th Meeting of the INTERPOL APEG on Organised Crime (also known as Asian Organised Crime — AOC) was launched by INTERPOL in 2006 to boost cooperation among member countries and to disrupt illegal activities of AOC worldwide. Under it, the INTERPOL APEG launched 'Operation SOGA' (SOccer GAMbling) which has been very successful in co-ordinating transnational enforcement operations to tackle illegal soccer gambling activities. In 2009, Project ACES was launched as a platform for countries to share information on casino-centric crimes and online illegal gambling.

The delegation was warmly welcomed by Deputy Commissioner of Police (Investigation & Intelligence) concurrent Director CID, Mr Tan Chye Hee. After the welcome address, delegates from the regional member countries gave their report updates and intelligence of crimes across the region, detailing the numerous illegal soccer gambling activities undertaken amongst the countries with several positive outcomes.

The meeting then moved into higher gear, with senior crime managers, investigators and criminal intelligence professionals sharing their commitments and strategies in dealing with syndicated casino centric crimes as well as illegal online gambling cases. The meeting also discussed at length areas of mutual concern and plans to fight against such crimes. Deputy Commissioner of Police (Investigation & Intelligence) concurrent Director CID, Mr Tan Chye Hee also shared the issues that the Force faced for 'Operation SOGA V' during the 2014 FIFA World Cup. Through these Working Group Meetings and Workshop, the delegation was able to establish new contacts and gathered intelligence to work hand-in-hand as a team to eradicate transnational crimes thriving in the region countries.

A Bridge Between Communities

By: SC/Sgt Harsha Ramachandran

Photographer: SC/Sgt Harsha Ramachandran

Six workers from Straits Construction patrol the Blocks and Dormitories blocks around Bukit Merah West (BMW) — dispensing crime prevention advice and fliers and looking for suspicious activity. Under BMW Neighbourhood Police Centre's (NPC) new scheme — Project Dorm Watch — foreign workers assist Community Policing Officers on the ground.

Sgt Tan Qin Peng is a Community Policing Officer from BMW NPC who leads the Project Dorm Watch initiative. On the second Friday of every month, he brings the workers out for patrol where they distribute fliers relating to the latest crime trends. They do not go into their work unprepared. Since September 2014, officers from the Community Policing Unit (CPU) — under the guidance of Sgt Tan — have trained the various workers involved in the project.

J Subramaniam and Chinnasamy Velu who have been in Singapore for 12 and 3 years respectively are amongst the group of foreign workers involved in the Dorm Watch Project. To them, this is an opportunity to give back to the community. By taking part in crime prevention activities, Mr Subramaniam hopes to dispel negative stereotypes of foreign workers.

"The most memorable part of my patrolling is the gratitude that I get from people... Singapore is a place where there is the freedom and safety to go wherever you want. I want to help make that"

Chinnasamy Velu,
Straits Construction

The workers go out in a group of six under the guidance of a CPU officer — usually Sgt Tan. They have been trained to look out for suspicious activity and report it to the overseeing CPU officer. The more experienced workers are able to handle situations independently. Mr Subramaniam shared with us his proudest moment on patrol — where, he approached a group of people breaking glass on the floor and got them to stop by talking about the importance of their shared community. This goes to show that Project Dorm Watch is evolving and growing, beyond the workers and officers on patrol. It represents an important bridge between two communities working to prevent, deter and detect crime.



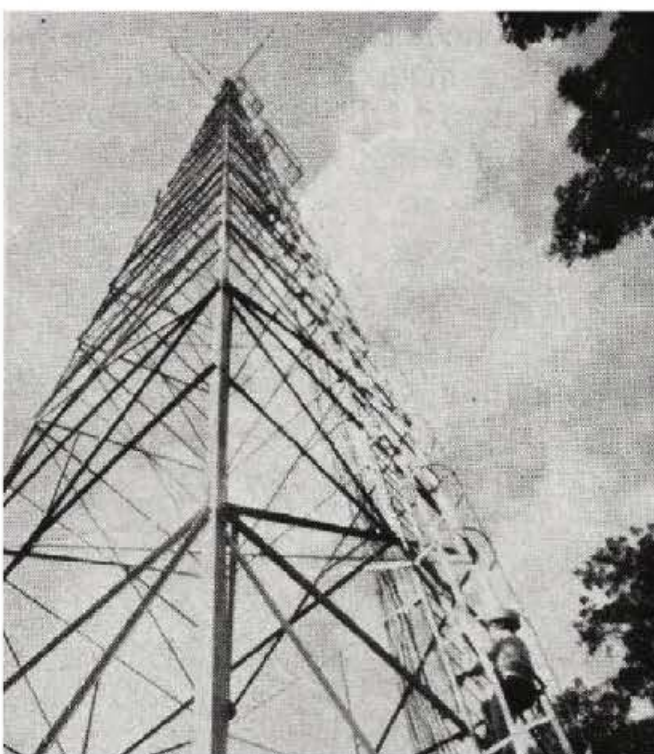
The Police Connection

Reproduction from: *The Singapore Police Force Magazine (Volume 3 Number 2 Oct – Nov 1978)*

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

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

Head Technical, Superintendent 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 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 twenty 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 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.

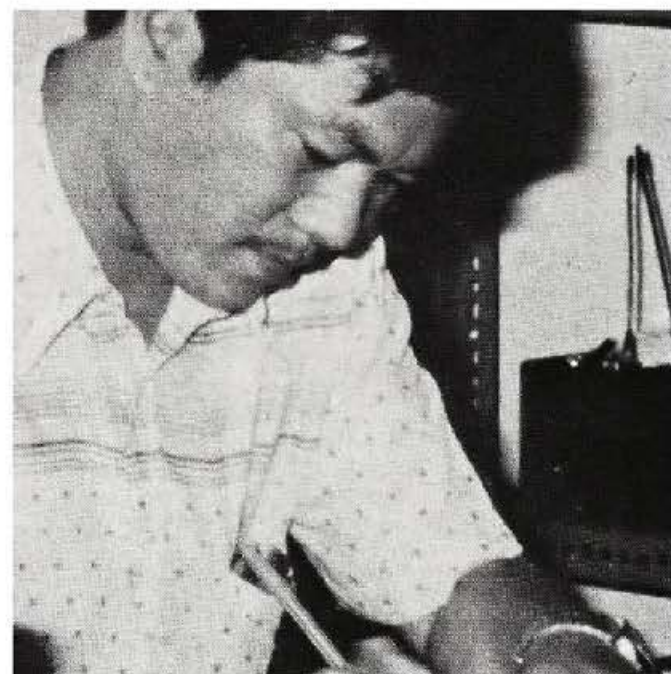
After recruitment, they have to undergo on-the-job training, the duration of which depends on their ability to catch up with the work. In addition, they are also allowed to attend courses at the Vocational Institutes to obtain Trade Certificates.

They can also opt to sit for external examinations conducted by the City and Guild for advanced courses in electronics.

A closer look at the work of the Force Communication 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.

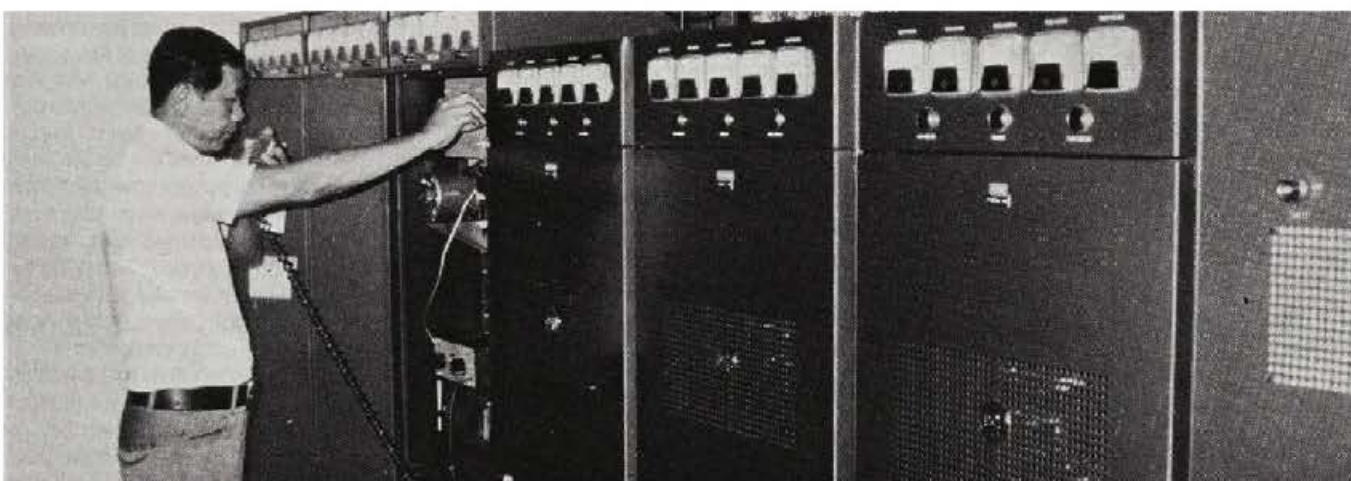
Under the section comes the maintenance of control stations in the five different locations. And fixed stations, numbering over 100, are looked after by an entirely different section. Yet another section is in charge of workshops, administration, installation of public address systems and the maintenance of mobile radios. In short, preventive maintenance is the word to describe the work of the Unit.

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 translators, integrated circuits and other electronic components, are also stored by the Unit to meet daily demands for them.



The officer-in-charge of the Communications Branch since 1976 is the Force Communication Officer Assistant Superintendent 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 usually 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.



Our Eyes in the Shadows

By: SC/Cpl Tan Yick Wei, Jonas

Photographer: SC2 Darwisyah Daud

Unbeknownst to many, Closed Circuit Televised Video (CCTV) Operators form a core part of the Singapore Police Force (SPF) team. Yet it is a job that is shrouded in mystery, with little known about it other than the obvious fact that they watch the streets through the cameras. In this edition, Police Life interviews one of the ex- CCTV Operators, Koo Jun Yuan, to find out the challenges and importance of the job.



Ever-Vigilant, Forever Ready

As the job title suggests, the main role of a CCTV Operator is to watch several video feeds from CCTVs around their area of jurisdiction to ensure that nothing suspicious is happening. However, most people are unaware that there are different types of CCTVs, and for every type, there are differing things to look out for. This extensive supervision requires a tremendous amount of effort, and the CCTV operators are required to do this for 12 hours on every shift, an extremely challenging task for most of us.

“The thing is whenever something happens, it happens very fast. You can be watching the video wall for many hours with nothing happening, and suddenly something happens within a few seconds,” says Koo Jun Yuan, emphasising that constant vigilance and multitasking is a must.

A Discerning Mind

“The challenging part of the job is analysing the situation on the screen. It must be learnt on the job,” Koo Jun Yuan cites this as the most challenging element to master. To learn how to operate the CCTVs

is easy, but to have a discerning mind, to be able to differentiate between normal disputes from criminal ones, you have to build up a great deal of experience. As an example, he tells us about how easy it is to mistake a resident of a particular area for a spotter for loansharks since they both wander around HDB units, and how he learnt to differentiate them over time.

Deterrence to Crime

One of the most interesting cases that Koo Jun Yuan had come across was when he saw someone stealing valuables from a drunkard, and he called it in. Hours later, the culprit was caught and subsequently charged. To him, the very fact that he has helped to keep the community safer is a constant source of motivation for him to do his job to the very best of his ability.

He says: *“You have to be watching at all times, to deter anyone from doing something they might regret doing.”* Even false alarms are good, because it shows that the CCTV Operators are alert and that as long as they catch wind of a suspicious event, the SPF will never be far behind.



National Police Cadet Corps Annual Parade 2016

By: Ms Angela Ling Wan Ching

Photographers: National Police Cadet Corps



On 9 April, the Unity Square at the Home Team Academy was filled with parents, teachers, guests and officers for the National Police Cadet Corps (NPCC) Annual Parade, marking its 57th Anniversary.

The rainy afternoon gave way to sunny skies, as the parade formed up to receive the Reviewing Officer, Mr Ng Chee Meng, Acting Minister for Education (Schools) and Senior Minister of State for Ministry of Transport.

Also present at the celebration of NPCC's 57th Anniversary were Commissioner of Police, Mr Hoong Wee Teck, Chairman of the NPCC Council, Associate Professor Phua Lye Huat Stephen and Commandant NPCC, Supt Hoo Poh Heng.

The Corps seeks to develop their cadets into active citizens and community leaders through authentic and engaging learning experiences and actively reviews their curriculum to enhance the programmes the cadets go through. During the parade, Mr Ng Chee Meng mentioned in his speech two such programmes — the new Crime Scene Investigation training package to be implemented in all NPCC units this year, and an SG Secure initiative piloted by NPCC and National Civil Defence Cadet Corps in eight schools, to be officially launched in September.

Such authentic programmes were part of what inspired Parade Commander, Honorary Inspector Siow Zheng Qian, to make SPF his career choice. A holder of the Local Merit Scholarship (Police) offered by Ministry of Home Affairs, Mr Siow shared that NPCC's programmes "provided insights to a career in SPF" and that had "solidified his choice to choose SPF as a career".

Having served the Corps for 10 years, first as a cadet, then a cadet inspector, and currently as an honorary officer, Mr Siow had forged many friendships in NPCC, and had gotten to know and understand the people and culture both within the Corps and SPF. This being his sixth parade, Mr Siow says that *"it is the people that keep me coming back. The camaraderie between parade trainers is what makes the parade successful, and because of the friendship between us, parade trainings feel more like a big get-together of friends than work."*

When asked what wishes he had for the Corps on its 57th Anniversary, Mr Siow said, *"I wish for NPCC to continue to improve and do well, and to roll out new and better programmes for the cadets."*



One of Us



Author: SC/Sgt Harsha Ramachandran

Photographer: SC/Cpl Azman Asaraf Ali

Hi, I am...

I am Inspector Roslinah Rahmat and I am currently an Investigation officer at Central Division, General Investigation Squad 4.

Where do you go to take a break during work?

My idea of a break is hitting the gym and lifting some weights. Usually, I would go during the non-peak period, say at 4pm. I will usually patronise the gym at Police Cantonment Complex for a short and sharp session. Once I am done, I would go back to my workstation and continue with the Investigation Papers. This helps me to think better and be more productive.

Do you have a daily ritual?

When I reach the office, my daily ritual is to check my emails and grab my breakfast. I would always get the usual, eggs and toast with a cup of 'teh o siew dai' (black tea with less sugar). It is the most important meal of the day and it is important not to skip breakfast.

Identify an item that you bring with you put on your desk?

I always have a box of mints in my bag and one at my workstation.

I am often communicating with members of the public, be it accused or complainant. Hence, having fresh breath projects confidence and professionalism.

What is the most interesting/amusing thing that has happened to you at work?

I always receive this question: "Oh you're a Police officer? You don't look like one." I would just reply with a smile and wonder how a Police officer should look like.

What are the common misconceptions about Police officers?

People have this misconception that Police officers are the ones who decide who to charge for an offence. Strictly speaking, that is not accurate. Police officers investigate and put up appropriate recommendations against an accused person. The final decision to charge anyone lies with the Attorney-General's Chambers.

"I believe in..."

"Look in the mirror, that's your competition right there." The only person who will stop you from achieving what you desire is YOURSELF!

