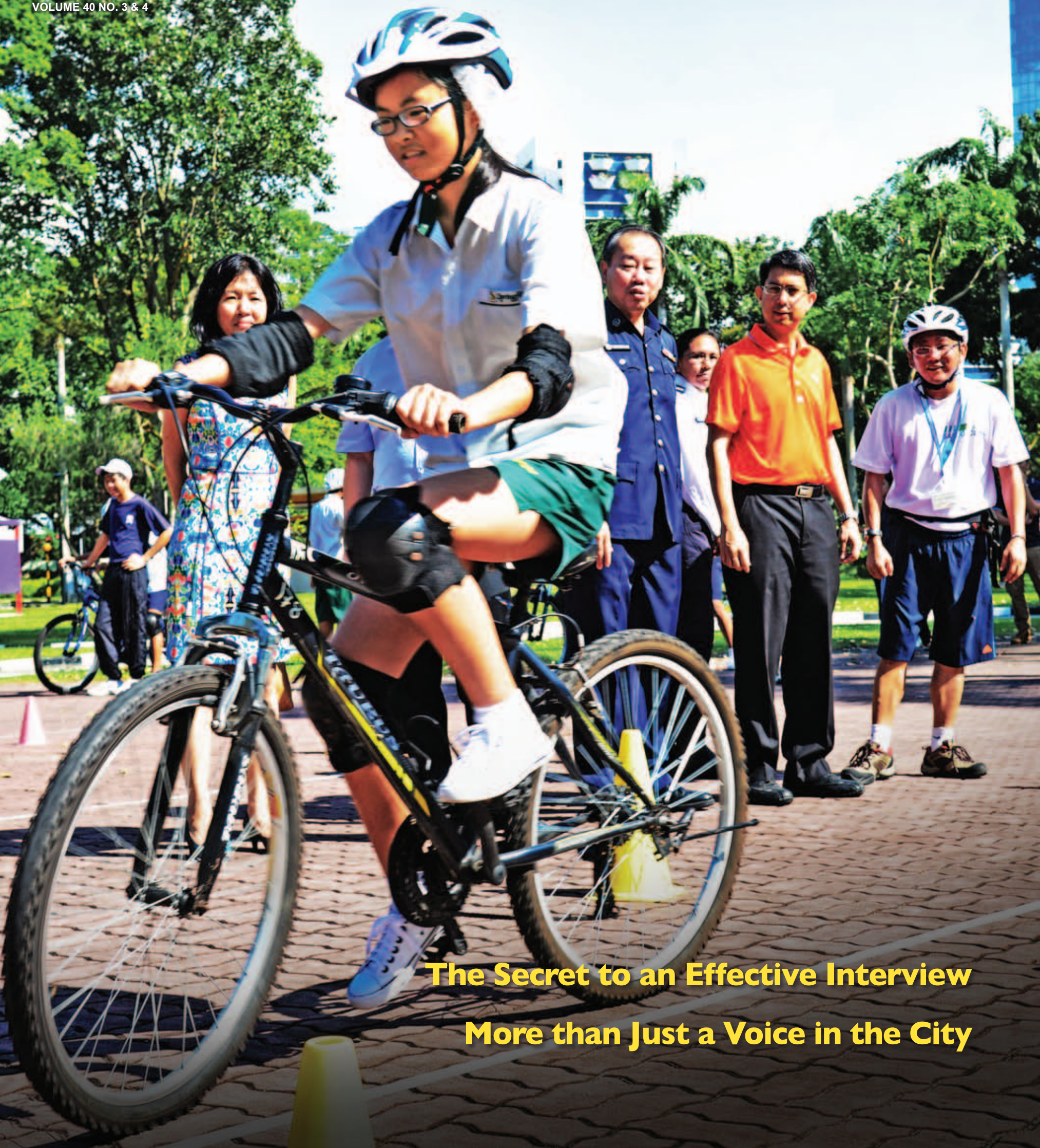


**POLICE
LIFE**

THE SINGAPORE POLICE FORCE MAGAZINE
VOLUME 40 NO. 3 & 4

IN THE DRIVER'S SEAT FOR SAFER ROADS



**The Secret to an Effective Interview
More than Just a Voice in the City**

CONTENTS

	03 In the Driver's Seat for Safer Roads		06 Partners in Anti-crime		08 Shoplifting Down as Retailers, Police Beef Up Security
	10 Exercise HYDRA		12 Fighting Crime through International Collaboration		
	15 Life As A Female Trainee		16 One Step Higher		18 There's Nowhere Like This
	19 Simple Tips for Our Thai Friends		20 More than Just A Voice In the City		
	22 Ensemble for Safety and Security		24 The Secret to An Effective Interview		26 A "Siong" but Satisfying Case
	28 Service through Simple Actions		30 Celebrating the President's Aides		

EDITOR'S NOTE

It's bigger and better! **Police Life** is now twice the size and more fun, giving you more to look forward to.

Check out the centre pages in each issue. You will see a photo spread, preceded by an up-close-and-personal interview with one of our officers, and followed by an article about something of historical significance. In the other pages, expect more peeks behind-the-scenes and more stories that are relevant to you. We want you to see a whole different side of **Police Life**!

We kick off this revamp with a bumper edition. Read about the many ways Police collaborates and partners the private sector to get more people involved in the security of themselves and their loved ones. Then, we round off with interviews with officers who made us proud with their courage, loyalty, integrity and fairness.

Subsequent issues will either be themed or "normal" issues. We published quite a few themed issues in 2013 and they were well-received by you. Thus, themed issues will now make up about two-thirds of our yearly issues.

We hope that you like the new look and feel of **Police Life**. Let us know what you think about it by emailing us at SPF_PLM@spf.gov.sg! Ten readers with the most constructive feedback will receive a token of appreciation from us.



Tham Yee Lin
Editor
Police Life

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IN THE DRIVER'S SEAT FOR SAFER

By Ms Jinnie Chew

Everyone uses the roads to commute, so it makes sense that individuals and companies alike play their part in keeping our roads safe. Engaging road users through partnerships is one of the concepts that have been used by the Traffic Police Department (TP) to spread road safety messages. This year's Singapore Road Safety Month uses this concept to get primary school students into the driver's seat – literally – for their own safety as pedestrians.



“We may have done a good job but with regard to road safety... even if there's one accident, we'll keep educating (the public).”

Soh Wah Khuan
Deputy Superintendent of Police (DSP) &
Commanding Officer of Road Safety

Between 28 April 2014 and 2 May 2014, the “Road Safety at Eye Level” programme was conducted by Volvo Trucks Singapore. Supported by TP and Singapore Road Safety Council (SRSC), the programme saw student representatives from primary schools island-wide attending 40-minute sessions conducted by the Volvo Trucks Singapore's driver trainers at a primary school in each of the four school zones.

The students got to be in the driver's seat of an actual Volvo heavy duty vehicle to understand first-hand where the blind spots of a heavy vehicle are. The trainers also explained the importance of staying out of blind spots of vehicles as well as the need to adhere to traffic regulations.

These activities were recorded and DVD copies will be distributed to all primary and secondary schools through the National Police Cadet Corps for broadcast.

Aiming for zero accident

Although new in Singapore, the “Road Safety at Eye Level” programme was introduced in Denmark back in 2003, making Volvo no stranger to working with relevant authorities to promote safe usage of heavy duty vehicles.

Mr Valery Muyard, General Manager of Volvo East Asia Pte Ltd, said, “It has been a very good collaboration with the SRSC and the TP. It is completely in line with (Volvo's) core value which is safety, quality and environmental care and we would like to continue this collaboration.”

Further commenting on TP's efforts to promote road safety, he said, “There are a lot of activities done by the Police which are good... (They) lead to a common goal which we are all aiming (for) – zero accidents (on roads).”

Despite the drop of 758 cases of fatal accidents here last year, TP will continue promoting road safety.

As Deputy Superintendent of Police (DSP) Soh Wah Khuan, Commanding Officer of Road Safety Branch of TP puts it: “We may have done a good job but with regard to road safety... even if there's one accident, we'll keep educating (the public).”



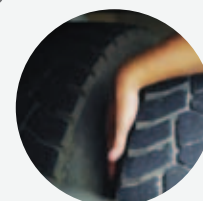
HEAVY VEHICLE EDUCATIONAL VIDEO

Another effort by Volvo Trucks Singapore in collaboration with SRSC and TP was the production of an educational video targeted at heavy vehicle drivers.

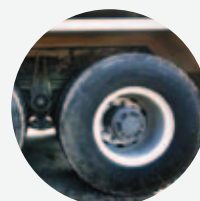
In line with the educational thrust of the Singapore Road Safety plan, the video highlights safe driving habits such as wearing seat belts, checking blind spots and keeping to the vehicle and road speed limits. Knowing and practising these habits will help keep heavy vehicle drivers and other road users safe on the roads.

TIPS TO BE A SAFER DRIVER ON THE ROAD

1 PRE-DRIVE CHECKS



No visible damage or sharp objects in and between tyres



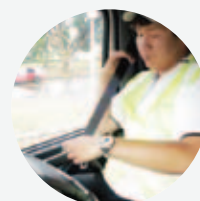
Wheel nuts in place and tightened



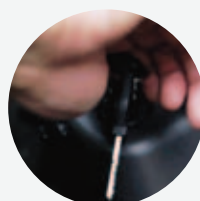
Upper structure and load secured



Taillights, headlights and indicators in working condition

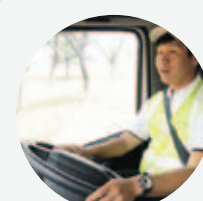


Seat belt fastened



Brakes operational

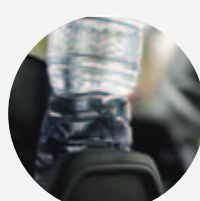
2 BE ATTENTIVE



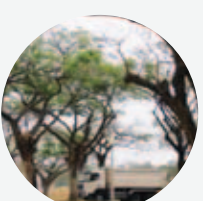
Concentrate on the road



Do not use mobile devices while driving



Stay hydrated



Take breaks after long periods of driving

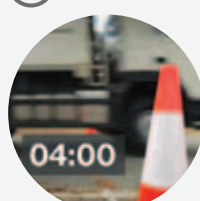
3 BLIND SPOTS



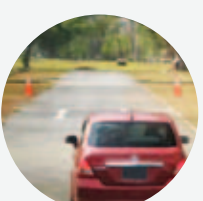
Check over your shoulder before turning



Signal 3 seconds in advance



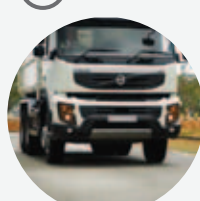
Give at least a 4 seconds gap



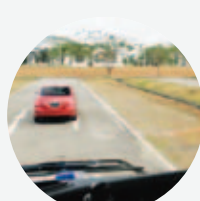
Use a stationary object to gauge distance

4 SAFE DISTANCE

5 SPEED MATTERS



Stay below stated speed limit if heavily loaded



Be aware of your stopping distance

REFLECTIVE BAG TAG

Five reflective bag tag designs were revealed at the launch of the Singapore Road Safety Month 2014 at the Shangri-La Hotel on 26 April. The tags were a collaboration between Woodlands Primary School and 3M Singapore.

In consideration of the small physique of young children, the bag tags are designed to make children more visible to drivers. The tags also have road safety messages imprinted on them to remind the children on the need to use the kerb drill and the zebra crossing, as well as to look out for cars when crossing the road.

The students of Woodlands Primary School spent about a month on their designs during their art classes.

Primary six student Sun Yi's work was one of the five selected design. She has congregated hearts into the font of her road safety message “Be safe on the road” on the bag tag.

Sharing insights on her design, Sun Yi said, “It represents Love. We need to be safe for our loved ones. How would they feel if you meet with a car accident which is due to your own carelessness and not following road safety rules?”

Her art teacher, Ms Lim Xiao Ting, said, “We told the students that it is about sharing their knowledge – what they know about road safety. There may be some children who are not careful or may not know (about road safety tips), so it is important that they communicate it in their design.”

Ms Lim, who further commented on the Police's outreach through education, said: “So far, there has been a lot of outreach to schools and education on road safety... (where we had) the Traffic Police come in to give assembly talks. I think they have done a pretty good job in promoting road safety...especially to young children.”



The video can also be viewed on Volvo Truck Singapore's website.

PARTNERS IN ANTI-CRIME

By Operations Department &
SC/Cpl Muhammad Alif Bin Sapuan

The active involvement of the community in crime prevention remains a key factor in keeping Singapore safe. Thus, the Singapore Police Force (SPF) educates and engages the community on crime prevention so that everyone is informed and is vigilant. Various groups have been roped in to augment the Police's efforts in curbing specific crimes.



Collaborations with the business community

The Police continue to forge and enhance collaborations with the business community to fight crimes targeting their premises or operations. Projects such as the Mall Watch and Jurong Retail Watch Group by Ang Mo Kio Police Division and Clementi Police Division respectively, were initiated together with the retail operators to educate them on crime prevention and encourage them to be alert and vigilant. Other agencies such as the Singapore Civil Defence Force (SCDF) and the Central Narcotics Bureau (CNB) were also involved in equipping the operators with other knowledge such as fire safety and anti-substance abuse, thus making the initiative a joint Home Team approach.

Based on the prevailing crime concern, the Police identify the relevant stakeholders and help look into ways to mitigate the situation. For instance, in view of the prevalence of scam cases, the Police and the National Crime Prevention Council (NCPC) engaged remittance agencies such as Western Union to assist in crime prevention outreach efforts. These include seeking the assistance of its staff to be vigilant and be on the look-out for potential victims. In fact, the vigilance of its staff had prevented some members of the community from falling prey.

As part of the continuous efforts to tackle outrage of modesty cases, the Police and NCPC worked with nightspot operators and Public Transport Operators (PTO) such as SBS and SMRT to display banners to remind patrons to remain vigilant. The stakeholders have been supportive of the outreach effort. For instance, the PTOs had previously sponsored free media space for the putting up of crime prevention awareness posters while some nightspots operators participated in the Safe Clubbing Campaign.

Keeping Terrorism at bay

The Safety and Security Watch Group (SSWG) Scheme encourages the business community to be better equipped to fight crime and terrorist threats.

While SSWGs have enabled commercial establishments located in close proximity to each other to institute common safety and security measures to protect against a localised terror attack or crime, the scope, however, may not sufficiently address the safety and security concerns of the SSWGs at the industry-level, where the impact of



a terrorist attack or any other disaster could be far-reaching as the entire chain of operations is disrupted or stalled. The impact would not only cripple the industry but also affect the economic well-being of Singapore.

and mode of operations, the ISSWG engagement would be customised to adequately meet the needs of respective industries. Till date, ISSWG platforms have been formed with the financial, hotel, chemical, retail and



The Industry Safety and Security Watch Group (ISSWG) was thus mooted to address this gap. With the formation of the ISSWG, the Police can systematically engage selected industries on safety and security issues at a more holistic level. It also promotes the strengthening of ties between the Police and industrial associations to fight crime and terrorism and enhance existing engagements for greater robustness and long term sustainability. As industries differ in risk-vulnerability

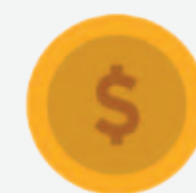
manufacturing industries through the engagement of the Monetary Authority of Singapore (MAS), Singapore Hotel Association (SHA), Singapore Chemical Industry Council (SCIC), Orchard Road Business Association (ORBA) and Singapore Manufacturers' Federation (SMF), respectively.

Since the commencement of the SSWG scheme, the number of SSWG members has grown vastly. Currently, there are more than 120 SSWG clusters comprising more than 1000 member buildings.

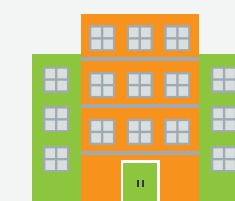
EXAMPLES OF BUSINESS COMMUNITIES



SINGAPORE
CONTRACTORS
ASSOCIATION



SINGAPORE
RETAILERS
ASSOCIATION



SINGAPORE
HOTELS
ASSOCIATION



MAJOR
SUPERMARKET
RETAILERS

The Police engage the Singapore Retailers Association and major supermarket retailers on theft and festive season related crimes while advisories on crimes affecting the construction industry and public housing estates are disseminated in a timely manner through the Singapore Contractors Association Pte Ltd. The Police had also recently engaged taxi companies to share with them on the modus operandi relating to cases of robbery targeting taxi drivers. Such sharing of information serves to empower them in crime prevention, thus allowing them to maintain constant vigilance.

SHOPLIFTING DOWN AS RETAILERS, POLICE BEEF UP SECURITY

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

By Melissa Lin
The Straits Times
Ms Jinnie Chew

Shop theft is on the decline, following efforts by the police and retailers to tighten security.

Period/Year	Number of Cases (Shop Theft)
2009	5,240
2010	4,769
2011	3,977
2012	3,999
2013	3,788

There were 3,788 cases reported last year, 5 per cent down on the 3,999 in the previous year, according to the latest police figures.

The police told The Straits Times that they have been working closely with retailers to curb shoplifting in recent years and that it has started to pay off.

The number of cases reported last year was also the lowest since 2009, when there were 5,240 cases.

Some measures the police have been advising retailers to adopt include displaying expensive items in locked display shelves accessible only to staff, installing adequate closed-circuit television (CCTV) cameras and convex mirrors, as well as displaying signs or warnings against theft.

Retailers have also rolled out anti-theft measures of their own.

Supermarket chain Sheng Siong started a trial at some of its stores where it placed electronic tags on “higher-value” merchandise earlier this year, said a spokesman. An alarm would go off if anyone tries to take a

tagged item out of the store without paying for it.

Anti-theft messages are also broadcast in four languages at all Sheng Siong stores during operating hours, she added.

The number of shoplifting cases across Sheng Siong has remained constant over the past two years despite more stores opening, said the spokesman.

The chain has 33 stores, up from 25 a couple of years ago.

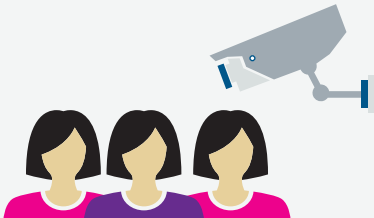
Giant and Cold Storage – both run by Dairy Farm – have also reported fewer thefts.

Cases reported at their stores fell by 30 per cent last year compared to the year before, said a Dairy Farm spokesman.

The chain regularly reviews and upgrades its CCTV system and installs more cameras where possible to increase security coverage, she added.

NTUC FairPrice has security officers patrolling its stores. It refers all suspected cases of shoplifting to the police.

CASE STUDY OF SHOP THEFT



There are several instances where the strong partnership between retailers and the Police help prevent, deter or detect crime. A recent example is the arrest of three women for their suspected involvement in a series of shop theft island-wide.

the store's CCTV footage and interviewed the store manager. These information led the Police to establish that the three suspects may be involved in other prior shop theft cases.

The women were arrested on the day the report was lodged. An assortment of apparel worth about S\$2,900 were recovered, which were believed to have been stolen by them.

S\$2,900

After a case of shop theft in a shopping mall was reported in late May 2014, Police reviewed



FACING UP TO SHOP THEFT

He is the new face for Police's strategy in curbing shop theft.

For several months, you would have seen Assistant Superintendent of Police (ASP) Ryan Koh “standing” before the entrance of most supermarkets.

The idea of using an actual police officer's photograph was mooted during one of several ongoing discussions between the Singapore

Police Force (SPF) and major supermarket chains on prevailing shop theft trends and preventive measures that can be implemented. An image of an actual life-size police officer sends a firmer message on the severity of committing shop theft as compared to the cartoon police officer standees used previously.

“This stern-looking standee looks as though there is really a police

officer standing in front of you to warn you.” ASP Koh said. “However, I’ve personally seen cute little kids going up to the standee and giving it a ‘high-five’, which is kind of interesting.”

If you think you’ve seen him before elsewhere, it’s probably because you spotted the 31-year-old officer fronting SPF’s 2013 recruitment campaign or playing a Traffic Police

investigation officer in the Police-Mediacorp drama serial <C.L.I.F. 3>. His appearances in these publicity campaigns made him an obvious candidate for the standee.

“I am very thankful and feel very privileged to be chosen to fight crime in this unconventional way. It’s something different from our usual policing work and I appreciate the opportunity to be exposed to different experiences.”



EXERCISE HYDRA

A HOME TEAM NORTHERN SECTOR JOINT EXERCISE

By S1 Fairouz Bin Mohamed Jurimi,
Ang Mo Kio Police Division

Exercise Hydra, a Home Team Northern Sector (HTNS) Joint Operation Readiness Exercise, was conducted at the Ang Mo Kio Fire Station on 19 February 2014. The exercise was a collaborative effort between the Ang Mo Kio Police Division, the Singapore Civil Defence Force (SCDF) 3rd CD Division and the Central Narcotics Bureau (CNB) Supervision "F". The exercise aimed to test the incident management protocols and operational capabilities of the three HTNS agencies in jointly managing a hostage incident.



- 1 Police Officers engaging the subject trying to commit suicide.
- 2 SCDF officers setting up the life-pack.
- 3 LTA Yap and his officers preparing their equipment to respond to the situation.
- 4 CNB "F" officer engaging the trafficker holding a hostage.



A hostage situation

The exercise began with the CNB officers receiving a tip-off about drug activities at a HDB unit. The CNB officers promptly conducted a raid at the location.

However, what was supposed to be a straight-forward arrest quickly escalated into a crisis situation. One of the persons in the unit held another person hostage using a kitchen knife, while demanding that officers leave the unit. At the same time, a third person threatened to set the unit ablaze using a lighter and LPG gas, while sitting precariously at the HDB window ledge.

Police and SCDF officers were quickly activated to the scene to render assistance. SCDF's DART team was also mobilised to support the rescue efforts.

Coordinated action

Officers from the three agencies worked together to diffuse the situation, protecting life and property and apprehending the culprits while securing evidence of the offences at the same time.

The officers seized a window of opportunity during negotiations with the culprits to arrest them.

Describing the actions of the role players, Major William Loh, 3rd CD Division SCDF, said, "(It was) like watching a Hollywood Blockbuster - Really good role-playing from the SPF and SCDF DART unit. The role players responded to the reaction of the exercise participants appropriately, which added so much realism to the exercise."

Ingredients for success

At the end of the exercise, an After Action Review (AAR) was conducted to distill learning lessons and to share areas for improvement. The AAR was facilitated by Senior Station Inspector (SSI) Fairouz Mohamed Jurimi, OC Training, Ang Mo Kio Police Division.

Touching on takeaways from the exercise, Lieutenant Yap Tzyy Kae, Rota Commander, Ang Mo Kio Fire Station, said, "Communication between the HT agencies is the key ingredient for mission success."

SSI Danker Sylvester Gary, Team Leader 'D', Ang Mo Kio North NPC, who was also the Team Leader in-charge of managing the incident, shared, "This exercise helped us in identifying our respective shortcomings. Through effective communication and collaboration, we were able to resolve the situation."

"This exercise brought insight into how the three different agencies in HTNS can come together as a team to handle a very probable situation," said Assistant Superintendent Lim Wee Beng, Officer-in-Charge Supervision "F", CNB.

On the whole, the joint exercise has allowed the three agencies to strengthen working relations and glean significant learning values in managing similar incidents.

"The officers from all three agencies have worked hard to put the exercise together," said Deputy Superintendent of Police Teo Zi-Ming, Head Operations and Training, Ang Mo Kio Police Division. "The exercise has been beneficial and we most certainly hope to have even more of such tri-agency exercises in the future."

FIGHTING CRIME THROUGH INTERNATIONAL COLLABORATION

By SC Mok Wen Jie

With the increasingly international nature of crime, cooperation between the Singapore Police Force (SPF) and its counterparts worldwide has become a vital part in combating crime. Some departments let us in on how they facilitate the SPF's collaborations with foreign law enforcement agencies (LEAs).



A global database through INTERPOL

The SPF is an active member of INTERPOL (comprising 190 member countries) and ASEANAPOL (comprising 10 ASEAN member countries and five Dialogue Partner countries – Australia, China, Japan, South Korea and New Zealand).

This enables the SPF to leverage an extensive regional and international network of LEAs for information-sharing and enhance collaboration against transnational crime. This network includes existing databases and a secured communication system.

The International Cooperation Department (ICD) acts as a gateway for LEAs to get in touch with the SPF, usually when there are no established points of contact. When foreign LEAs request for information from the SPF, we approach it in a few ways.

HEAR

FROM THE OFFICERS WHO WORK WITH FOREIGN LEAS

“Through my interactions with foreign law enforcement counterparts, I have gained a better understanding of their work, and also forged closer relationships with them. I am able to tap on these relationships when conducting investigations that involve other jurisdictions. This in turn has led to positive outcomes for my investigations, and in certain cases, we were able to recover some of the losses for the victims.”

Mr Lim De Wei
Commercial Affairs Department
Team Leader, International Cooperation Branch

“I nurture strategic partnerships between the CID and its counterparts in the regional Police and law enforcement agencies. I am also the point of contact for police liaison officers of foreign diplomatic establishments based in Singapore. My work tackles the transnational nature of crime. As criminal organisations build networks across boundaries, so must police agencies. I am proud of the work of my team and grateful for the assistance of our partners, as it helps further the SPF mission of preventing, deterring and detecting crime. I am doing work that matters.”

Deputy Superintendent of Police Alex Ng Ping Khuen
Criminal Investigation Department
Head, Liaison Branch

“As the saying goes, ‘no man is an island’. Similarly, in today’s increasingly borderless world, no country can work alone to curb crimes. Criminal syndicates and criminals are able to commit crimes from the comfort of their homes. As such, it is important for the Police organisations of every country to be able to join forces and fight crimes. This may be in the form of joint operations, assisting one another in criminal investigations or simply, sharing of criminal information or Police knowledge. Hence, the importance of International Collaboration amongst law enforcement units cannot be stressed more enough.”

Inspector Colin Teo
International Cooperation Department
Operations Officer, International Operations Division

A multi-pronged approach to communication

One approach is using INTERPOL's secure communications system, I-24/7, to exchange information with other INTERPOL member countries on investigations and other law enforcement matters.

INTERPOL Singapore promotes cooperation and facilitates communication between law enforcement agencies in Singapore and their foreign counterparts by serving as a gateway for the exchange of information.

The INTERPOL National Central Bureau (NCB) for Singapore is the designated point of contact on transnational police matters for the INTERPOL General Secretariat, INTERPOL regional offices and all INTERPOL member countries. In addition, the Head of INTERPOL Singapore is Director ICD, who is assisted by Head International Operations Division (IOD) and his staff.

Besides the I-24/7, the INTERPOL electronic Automated Search Facility provides access to various INTERPOL databases. These include the Nominals (Notices/ Diffusions) database, which enables tracing of fugitives for investigative work; and the Stolen and Lost Travel Documents database, which has been extended to the Immigration & Checkpoints Authority to facilitate the instantaneous screening of passports at the point of immigration clearance.

In addition, the SPF also leverages the NCB channel to benchmark against other notable international partners' best practices and internal processes. An example would be the request by the SPF through the NCB channel to obtain traffic accident statistics from our law enforcement counterparts in Hong Kong.

The establishment of the INTERPOL Global Complex for Innovation (IGCI), due for completion in September 2014, will open up new avenues for the SPF to enhance international cooperation with our foreign counterparts. It will also enhance the capabilities of the international policing community to tackle emerging crime trends. Thus, we can look forward to even closer collaboration between INTERPOL and Singapore in police operations, capacity building and training, as well as combating cybercrime.

— CASE STUDY —

OF INTERNATIONAL COLLABORATION

Arrests across Asia in INTERPOL-led operation targeting illegal soccer gambling networks

18 July 2012

Nearly 300 people have been arrested in an INTERPOL coordinated operation run ahead of and throughout the EURO 2012 championships targeting illegal soccer gambling networks across Asia.

During the two-month long operation, law enforcement officers across China (including Hong Kong and Macau), Malaysia, Singapore, Indonesia and Vietnam carried out more than 200 raids on illegal gambling dens, estimated to have handled around USD 85 million worth of bets.

Conducted between 1 May and 1 July, Operation SOGA IV – short for soccer gambling – was the fourth action of its type coordinated by INTERPOL and was timed to coincide with the end of major national football leagues across Europe, and the UEFA championships in addition to EURO 2012.

"This latest SOGA operation has again underlined the results which can be achieved through national and international police cooperation in breaking up illegal gambling dens and the criminal networks behind them," said Crusade Yau, Head of the Organised Crime Branch with INTERPOL's Drugs and Criminal Organisations unit which coordinated the operation.

SOGA IV brought together officers from INTERPOL National Central Bureaus and other law enforcement agencies in the participating countries in a series of meetings, including the INTERPOL Asia Pacific Expert Group on Organized crime and operational training workshops.

In total, the combined four SOGA operations have resulted in more than 7,000 arrests, the closure of illegal gambling dens which handled more than USD 2 billion worth of bets and the seizure of nearly USD 27 million in cash.

Source: <http://www.interpol.int/News-and-media/News/2012/N20120718>

— OTHER CHANNELS —

TO FACILITATE POLICE-TO-POLICE COOPERATION

Memorandums of Understanding (MOUs)

The SPF signs MOUs with our key foreign counterparts to strengthen regional and international partnership through joint operations, information exchanges and training developments.

Regular participation in conferences and workshops

Participating in key regional and international conferences and workshops enables the SPF to:

- 1 Learn about emerging crime trends and counter-measures.
- 2 Understand the use of technology to enhance and facilitate policing work.
- 3 Strengthen existing law enforcement networks and explore opportunities for policing collaboration with our foreign law enforcement counterparts.

Regular bilateral meetings and sports events

The SPF interacts both formally and informally with our foreign counterparts at such events to discuss operational, investigative and training matters.

Secondment of officers to INTERPOL and deployment of Police Attachés overseas

The SPF uses this unique and direct communications channel with our counterparts to enhance exchange of information and facilitate investigative and operational requests. The attachés also serve as the SPF's "ambassadors" and help to enhance our standing in the eyes of our foreign law enforcement counterparts, thereby easing any downstream policing cooperation.

Frequent exchange of visits

Such visits facilitate mutual sharing of best practices and policing knowledge, and help with benchmarking of processes and harnessing technology to enhance policing work.

VOICES FROM THE BLUE

LIFE AS A FEMALE TRAINEE

By T/ SGT Cassandra Lee Wen Ting
Training Command

I joined the Singapore Police Force (SPF) because of my interest in the profession, the strong preference for a job which is non desk-bound and one that provides opportunities for me to engage in hands-on work. Furthermore, as a people-oriented person, I hoped to interact with the public and engage the community in Singapore.

Bearing these in mind and after much consideration, I made the decision to sign up with the SPF immediately after the completion of my studies.

An intriguing experience

The training life in the Training Command so far has been eye-opening. We were exposed to a diverse range of cases as well as of differing complexities, which aim to prepare us to carry out our duties competently. We learnt to be quick thinkers to react to different situations. I certainly found the training interesting as it enabled us to experience situations that members of the public seldom see.

As a female trainee, the challenge I faced at first was the difference in culture. During the first few weeks, I had to adapt to the regimentation which included activities like marching and understanding drill commands which were in Malay. It certainly got

confusing at times. Leading the squad with the drill commands given in Malay had helped me improve my confidence and voice projection. Furthermore, I learnt to be more responsible and accountable for the equipment issued to me.

The training has also taught me to be efficient in carrying out any work given to me. I am thankful for the personal growth I had achieved during the training, such as accomplishing marksmanship in shooting and bringing my fitness to a whole new level. The training has definitely helped to prepare me to be a competent Police Officer.

An equal playing field

Being a woman has not stopped me from joining the Force, nor did it spare me from any hardship during training. I did not experience any preferential of any sort. Male and female trainees are treated equally.

Though I am not required to serve National Service like my male counterparts, I am glad for the equal opportunities the SPF has provided me. It has allowed me to serve my country and I am proud to be a woman Police Officer in the SPF.



“Being a woman has not stopped me from joining the Force, nor did it spare me from any hardships of training. I had not experienced any preferential treatment of any sort. Male and female trainees were treated equally.”

ONE STEP HIGHER

By SSgt Edwin Lim Jia Zhong

The Singapore Police Force (SPF) promotes outstanding uniform and civilian officers annually to recognise their hard work and commitment to the police mission. *Police Life* caught up with three recently promoted officers to understand more about their job and what keeps them motivated to excel.



Mr. Mohamed Hafiz Bin Mohamed Ali
Executive Officer,
Coastal Patrol Craft,
Police Coast Guard

Promoted to Assistant Superintendent of Police (ASP)

The task of keeping the Singapore Territorial Waters safe in the Southern region of the island lies on the shoulders of ASP Hafiz and his team. The Executive Officer assists the Commanding Officer of the police vessel to carry out their policing duties. ASP Hafiz's team projects police presence to deter and detect would-be intruders from attempting to enter our territorial waters. The team also patrols the water encompassing Pedra Branca to deter potential sea robberies. ASP Hafiz conducts trainings to ensure that the officers under his watch are well-versed in operational procedures and knowledge.

"The rank is not the driving factor for me. Recognition through just a simple nod would suffice. I'll continue to do what I do best in discharging my duties as a police officer," said ASP Hafiz.

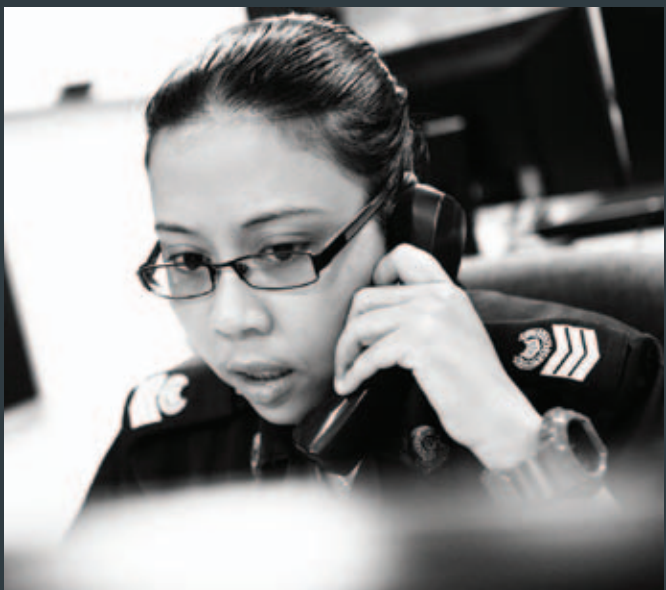
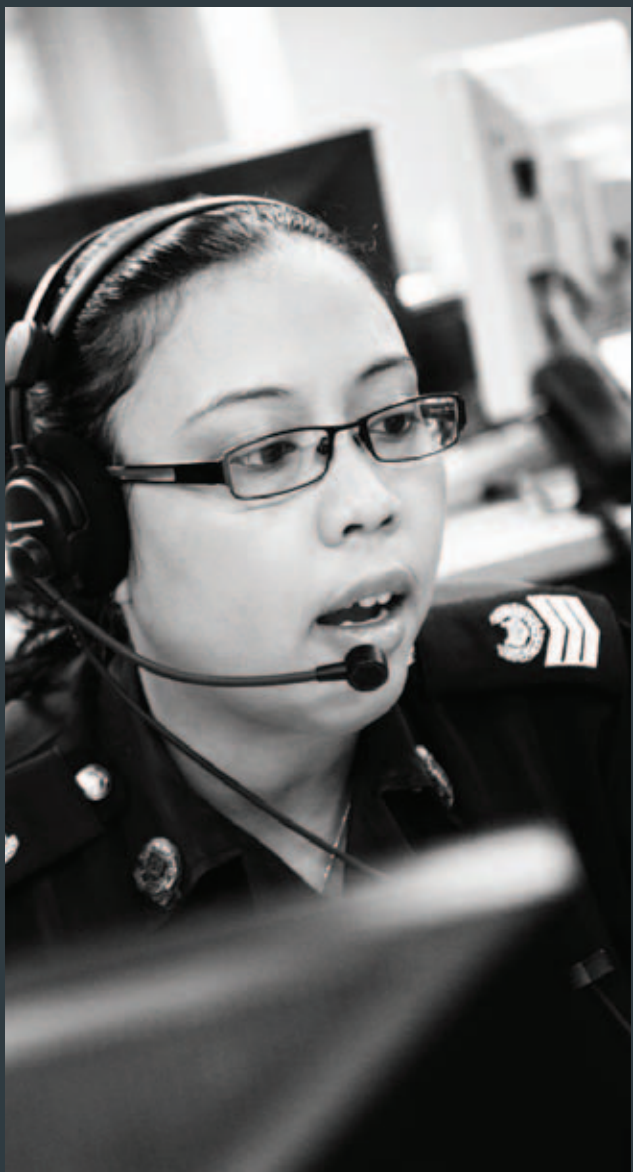


Ms Maszita Binte Mazali
Operations Team officer,
Traffic Police Department

Promoted to Senior Staff Sergeant (SSS)

Traffic accidents, drink driving, hit-and-run and road block dash throughs - SSS Maszita has seen it all. She is an operator in the Traffic Operation Command Centre (TOCC). Her role is to coordinate police response to traffic incidents such as accidents and traffic congestion. SSS Maszita dispatches Traffic Police officers down to manage the scene and to ensure traffic conditions return to normal as soon as possible. She also provides assistance and guidance to drivers involved in accidents prior to the arrival of the Traffic Police officers. During large-scale events such as the Formula 1 Singapore Grand Prix and various running and cycling events, SSS Maszita also helps to manage and monitor the traffic situation.

"Being an operator in the TOCC is not easy. The job is mentally straining as there are a lot of things happening and you need to be alert at all times to ensure these incidents are properly managed. I owe everything, including my promotion, to my colleagues and family who never fail to support me and motivate me to perform my duty wholeheartedly," said SSS Maszita.



Mr. Tan Fong Chin
Head, Securities Fraud Branch 1,
Commercial Affairs Department

Promoted to Commercial Affairs Officer Grade 10

Many would shun away from analysing page after page of statistics and numbers, but for Mr. Tan Fong Chin, it's just another day in the office. The Head of Securities Fraud Branch 1 handles investigations into cases that involve securities fraud and security market misconduct. These would include offences like market rigging, giving of false leading statements and insider trading.

A high-profile case he handled was the one involving Ren Ci Hospital's former Chief Executive Officer Shi Ming Yi. Although his team had a lot of documents to review, they were given only two months to complete the investigation. They worked very hard and managed to successfully wrap up the investigations on time.

"I'm grateful to my supervisors for all the opportunities that they have given me. I also want to thank my team. I would never achieve anything working alone. It's all down to the hard work the team has put in," said Mr. Tan.



HERITAGE



THERE'S NOWHERE LIKE THIS

Source: The New Paper © Singapore Press Holdings Limited. Reproduced with permission.

By Timothy Goh
The New Paper

Old Police Academy said to be demolished end of the year. Former instructor says: There's nowhere like this

Saving a drowning female cadet was one of the most memorable things he did as an instructor at the Old Police Academy.

Marrying her later would be another significant life event for him.

He is now an instructor with AETOS Security Management and the cadets now are young enough to be his grandchildren.

But retirement is the last thing on his mind because of those happy times at the academy.

For 23 years, fearsome instructor Sri Kanthan, 65, known as the Black Panther, served at the academy in several roles — physical training instructor, range instructor and company commander.

The academy, located at Thomson, officially closed in 2006 and relocated to Choa Chu Kang.

The old building will soon be seeing its last days. TNP understands it will be demolished late this year or in early 2015 to make way for an MRT station and a condominium.

These days, only a few active units doing administration and logistics occupy the premises.

It is a far cry from its glory days, when the sounds of thousands of marching feet could be heard echoing across its grounds.

Walking across the now quiet grounds, Mr Kanthan is struck by a flood of memories from his days here.

"This used to be an obstacle course... this was a boxing ring, this used to be a hockey field," he said as we toured the place.

The spaces he points at are now either boarded up or stand empty, with no visible traces of their history.

Mr Kanthan said the academy used to be a lively place.

"On Friday and Saturday nights, there used to be boxing matches here.

Every six months, we would have soccer and rugby matches as well as cross country events."

Mr Kanthan left the force in 2004.

"Things have changed here," he said.

Although he left the force 10 years ago, he feels his time spent there continues to influence his lifestyle till this day.

"I'm still a very disciplined person. My daughters sometimes have to tell me,

'Daddy, we're not policewomen,' when I sent them to school," he said.

His two daughters are now 30 and 31.

At an age when many people are thinking of retirement or relaxing, Mr Kanthan wakes up every day at 2.30am to prepare for his work day before leading exercises for his trainees at Aetos at 5.30am daily.

"I always say to them, 'How old are your fathers? I could be a grandfather and I still run faster than you,'" he said with a laugh.

Finding Love

The academy was where he met his wife under unusual circumstances.

He said: "At that time, I wasn't interested in girls. But there was this young lady who was a trainee with (an auxiliary police group). One swimming lesson, I was the instructor on duty and she was drowning.

"I threw her a float, but she panicked and started to sink, so I dived in to grab her and pull her ashore.

"That's where the love blossomed."

Two years later, they got married.

Mr Kanthan can also claim to have trained many of Singapore's prominent figures including Mr Masagos Zulkifli, Senior Minister of State for Home Affairs and Foreign Affairs; Mr Soh Wai Wah, director of the Singapore Prisons Service; and Mr Leo Yip, chairman of the Economic Development Board.

"I used to say to my instructors, 'Train them well because one day they'll become leaders.' And now they are."

His favourite place in the academy? The soccer field, where he would lead a group of about 600 trainees in exercises every morning, before selecting a squad of "lucky" ones to follow him for a run.

When asked how he feels about the academy being demolished, his eyes moistened.

He said haltingly: "I feel very sad. This is a wonderful place, you won't get a place like this anywhere else..."

"I've been everywhere, but the fields, trees and flowers.. it's a beautiful place you cannot find elsewhere.

"Here, we trained leaders, men, scholars."

SIMPLE TIPS FOR OUR THAI FRIENDS

By Sergeant Ryan Danial
Jurong Police Division

Police officers take a different approach in sharing tips on how workers can safeguard their hard-earned money.

Labour Day is a public holiday to commemorate and honour the sweat and toil of workers. This Labour Day, The Office of Labour Affairs, Royal Thai Embassy, held their annual Labour Day celebrations at the Bukit Gombak Stadium. It was a departure from the usual venues such as the Golden Mile Complex and Kallang Riverside Park, but over 1000 Thai workers from all across Singapore still turned up in droves to join in the celebrations.

By the invitation of the Royal Thai Embassy, officers from Bukit Batok Neighbourhood Police Centre's (NPC) Community Policing Unit (CPU) participated in the celebrations for the first time and took the opportunity to reach out to hundreds of Thai workers

with Jurong Police Division's new exhibition booth.

Don't be a victim of theft

The new booth carries a crime prevention banner, which served as visual aids when the crime prevention advisories were given to Thai workers with the help of interpreters from the Royal Thai Embassy. The workers, many of whom are residing in dormitories all over Singapore, were given simple tips to prevent themselves from falling victim to theft. These include keeping money in the banks, stowing valuables in their lockers and using good locks to secure their lockers. With the tagline "Keep It, Lock It or Lose It", the workers learnt how to safeguard their hard-earned money;



money that could mean their families' entire livelihood.

A Thai language version of "The Choice", a video by the Singapore Police Force, was also screened at the booth's twin television sets to remind the workers to think about their families and livelihood first if the thought of committing a crime ever occurred in their minds.

A beautiful end to the day

To round off the celebrations and in an exercise of football diplomacy, two of our very own CPU officers, Station Inspector Noryatiman and Staff Sergeant Sun Sijia, joined Thailand's Ambassador to Singapore and staff of the embassy in a battle of the sexes VIP match. It ended with a 4-2 victory for the male team. It was a sweltering day but everybody enjoyed themselves.

Deputy Superintendent of Police Jeremy Ang, Commanding Officer of Bukit Batok NPC, said "Opportunities to reach out to 1000 Thai nationals on any given day do not come easy. I'm grateful that the Royal Thai Embassy invited Bukit Batok NPC for this event. I hope the Thai workers will go on to share these important messages with their peers."

MORE THAN JUST A VOICE IN THE CITY

By Ms Loh Jin Feng
Home Team Volunteer Network



Thought you spotted Mr Yeow Seng Yong (Qiu Sheng Yang) in the Police uniform? You are right. It was him and no he hasn't switched careers. Off the air, he is educating members of the public at road shows about road safety and crime prevention as an Honorary Assistant Superintendent of Police (Specialist Volunteer officer) with the Volunteer Special Constabulary (VSC). Home Team Volunteer Network caught up with him recently and in surprisingly found out that his policing background can be traced all the way back to 1976.

"I served my National Service with the Singapore Police Force in 1976 and I've not been able to toss out my Police uniform since then," Mr Qiu Sheng Yang (also known as Yeow Seng Yong) quipped in jest.

Mr Qiu joined the VSC in 2000 and was posted to the unit's public affairs department, in charge of publicity and translation work then.

An Executive Producer/Presenter at Capital 95.8FM, Mr Qiu Sheng Yang is a familiar voice and a household name for many of us.

For almost a decade, the veteran radio broadcaster also hosted many highly-rated variety shows and current affairs programmes on TV.

"I do this because the audience trust me," Mr Qiu pondered over why he joined the VSC.

"I see myself in a unique position and I cherish the opportunity to serve the public."

To him, this is not about national service or free publicity. It is his way of giving back to society.

"My work allows me to get messages across to many listeners and I try to include some road safety advisory in my programme whenever possible."

"For example, I will always remind motorists to 'switch on their vehicles'

headlights at 7 pm. Many people do not understand why and might not even know that it is illegal not to do so."

"I will explain that it is not because Singapore's roads are not well-lit. The lights are to make your vehicle more visible to other motorists so that it is safer for all road users."

His public persona, however, was not always in his favour.

"I found it challenging to do patrolling work because members of public recognise me and would get confused with my identity," Mr Qiu recalls some of the challenges he faced and the days when he, like other VSC officers, had to fulfil at least 24 hours of volunteering work per month.

"Although I tried my best to fulfil the required hours, my irregular working hours increasingly made it difficult for me to schedule my time."

In 2011, the Staff Sergeant (SSGT) (V) made the decision to convert to the Honorary VSC (Hon VSC) specialist scheme.

The Hon VSC specialist scheme was created in 1996 so that individuals with specialised skills like IT, Media, Legal and Psychology could also contribute to the Force.

Newly appointed Hon VSC officers only need to go through a three-day orientation training programme which

“My work allows me to get messages across to many listeners and I try to include some road safety advisory in my programme whenever possible.”

Mr Qiu Sheng Yang
(also known as Yeow Sang Yang)



is just enough to equip these new recruits with some information about the organisation and basic policing knowledge.

They do not carry arms nor perform patrolling duties with the regular officers.

Instead, Hon VSC officers need to fulfil a minimum of four duty hours per month which is equivalent to a lecture or an advisory session.

Now, Mr Qiu conducts road safety talks at various Residents' Committees, Bus Driver Associations or larger scale road shows at least twice a month.

His commitment and contribution to the road safety education and outreach programmes has not gone unnoticed.

In 2010, Mr Qiu Sheng Yang was awarded the Excellence Service Award (Silver) by the PS21 Office.

He also won an Individual Commander's Award (Traffic Police) in 2011.

"I am thankful that my employer is very supportive of my volunteer work," he counted his blessings.

Mr Qiu Sheng Yang is the first MediaCorp artiste to join the Hon VSC specialist scheme.

The VSC has also recently appointed two more MediaCorp artistes - Mr Pierre Png and Mr Cavin Soh — as Hon VSC specialist officers.

To find out more about the Volunteer Special Constabulary, please log on to www.htv.gov.sg



Embark on an Extraordinary Journey.

Be a Home Team Volunteer!

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ENSEMBLE FOR SAFETY & SECURITY

The Singapore Police Force (SPF) has been in the forefront of the nation's frontline safety, security and law enforcement. The inclusion of Auxiliary Police Forces (APFs) and other private security agencies to supplement the Police Force has been vital for years.

By SC (NS) Mohamed Feroz Jahan S/O Jamal Mohamed,
Public Affairs Department

AETOS Security Management, Certis Cisco Security and Singapore Airport Terminal Services Auxiliary Police Force are the three forerunners playing their part in the safety and security of the nation. For more than a decade, APFs have ensured its services add value to the public and to the SPF.

Auxiliary Police Officers (APOs) and Security Officers (SO) are trained to perform specific and niche duties that require a keen eye for detail. These areas include commercial, industry security, checkpoint duties and also inmate escorts.

In order to become an APO, candidates have to undergo specialised training in the area of vocation they are assigned to after a six-week APO basic course. Officers undergo trainings in physical fitness, unarmed tactics, as well as handling of firearms. Escorting cash and valuables, escorting person in custody, surveillance and security in banks and important installations are just some of the duties APOs can be deployed to render their services. Their presence in these areas has given the public a sense of assurance as well as a strong deterrence against crime.

SPF and the APFs have been working hand in hand in many events and exercises. Some examples are the

National Day celebrations, Formula One Night Race, Marathons, Chingay Parade and International Summits in Singapore. APOs have been also deployed for traffic marshalling duties together with the Traffic Police officers.

The increasing operational demands call for a more balanced distribution of duties in this dynamic partnership between SPF and the APFs.

With the need for safety, security and surveillance ever-present, the services provided by the APFs are crucial and serve as a complementing factor to the SPF's effort. This partnership has proven to be a boost for all in terms of manpower concerns. Also, the

collaboration is in place to ensure that public safety is always accorded the highest priority.

The increasing operational demands call for a more balanced distribution of duties in this dynamic partnership between SPF, AETOS and Certis Cisco.

With the need for safety, security and surveillance ever-present, the services provided by the APFs are crucial and serve as a complementing factor to the SPF's effort. This partnership has proven to be a boost for both forces in terms of manpower. This collaboration is in place to hold public safety at the highest priority in line with a high standard of professionalism.





THE SECRET

TO AN EFFECTIVE INTERVIEW

By Mr Win Kwang Siang Soon
Home Team News, Ministry of Home Affairs

The Home Team School of Criminal Investigation recently began the Evidence Based Interview, Intelligence and Interrogation (EB3i) courses for Home Team officers. The trainers come from the 'Soufan Group' based in the United States, and comprise expert trainers who had worked at the US FBI and Naval Criminal Investigative Service (NCIS). But what exactly are our officers learning about? Home Team News chats with Soufan Group founder Ali Soufan and course participants to find out more.

“In one word, professional. Singapore Police officers are some of the most professional and passionate individuals I have ever worked with.”

Mr Robert McFadden
Senior Vice President
Soufan Group



Though many would rather not end up at an interrogation room, there is definitely an air of mystery on what would be inside.

However, a talk with Robert McFadden, Senior Vice President from the Soufan group, who only two and a half years ago retired from the Naval Criminal Investigative Service (NCIS), shed light on what he and his company believes, a real interview should be.

“I can tell you what you won't expect from us. You won't expect a bright light glaring at your eyes, loud music, slamming a telephone book down the table,” shared the 55-year-old Mr McFadden.

Mr McFadden joined the Soufan Group in 2011, after accepting an offer from long time colleague and friend Ali Soufan, the Chief Executive Officer (CEO) of the Soufan Group.

Mr Soufan is also well-known for his work on high profile terrorism cases and was even described by a New Yorker article in 2006, as the man who

came closer than anyone to preventing the 9/11 attacks in 2001.

Together, the two men were present at the Home Team Academy for the Evidence Based Interview, Intelligence & Interrogation (EB3i) Basic and Advanced course.

The objective of the EB3i is to train Home Team officers on how to obtain reliable and accurate information and intelligence.

The course will also explore how principles and strategies drawn from allied fields as behavioural science can be applied as an integrated model for conducting interviews and interrogations.

“Based on sciences and practical knowledge, we want to provide the tools to enhance the capabilities of IOs (Investigation Officers), to conduct a clean, thorough and effective investigation,” shared Mr Soufan.

Training in this case, is presented to participating officers of the Home Team, in an interrogation context

through their extensive behavioural sciences research findings. Many of the participants found the techniques presented by the Soufan Group were indeed different and new.

Stephanie Chan, who works at the Home Team Behavioural Sciences Centre (HTBSC), was particularly impressed with the Soufan Group's evidence based research.

“You need to give a reason or support to anything you do. I felt that they were able to do that well with their research,” shared the 26-year-old.

For Mohammed Imran Bin Mohammed Ayub from the Commercial Affairs Department (CAD), he feels excited to finally have the opportunity of learning from a leading group in the area of intelligence and interrogation.

“What they teach us is pretty new to me in terms of practice. It is not just a one-way transfer of information between me and the interviewee, but a sharing of information instead,” said Mr Imran.

During the interview, instead of conventional interrogation techniques (cold room, poor lighting, no windows), the course encourages building a more approachable environment by adding windows and adopting a softer approach.

Mr Imran sees this approach benefiting him when he interviews witnesses. Furthermore, he feels that the proven research done by the company and shared to him in class has changed his perspective on interrogation. Looking forward, both Mr Imran and Ms Chan eagerly anticipate the practical sessions in the days to come, which is the hallmark of the EMB3i courses.

“The officers in the training programme are really experienced, what we are doing through practical sessions and role playing is building upon their foundation to give them the necessary experience,” said Mr McFadden.

At the end of the interview, we asked both Mr Soufan and Mr McFadden what they thought about the Singapore Police Force (SPF).

“There may be a lot of differences with the way law enforcement operates. But in terms of cultural cooperation, Singapore is very strong. We don't see that sometimes in different areas around the world,” said Mr Soufan.

From a Research standpoint, Mr McFadden, who has done many collaborative projects with the SPF, feels that the SPF has been able to effectively leverage on Singapore's unique circumstances from its cultural harmony to distinct societal makeup.

“In one word, professional. Singapore Police officers are some of the most professional and passionate individuals I have ever worked with,” shared Mr McFadden.



“SIONG” BUT SATISFYING CASE

By Ms Jinnie Chew

Singapore's first kidnapping case since 2003 was solved within 12 hours. Some of the officers share what they felt about solving the case.



Deputy Superintendent of Police (DSP) Burhanudeen Bin Haji Hussainar has conducted many investigations for various crimes in his 26 years in the Force. Of all the cases, the investigation into the kidnap of Mdm Ng Lye Poh, mother of the chief executive of the Sheng Siong supermarket chain, on 8 January 2014 is the one he is most satisfied with.

“Even though the investigation lasted for just 12 hours, it was the longest 12 hours I had because we were thinking whether the victim was safe,” said DSP Burhanudeen, who is Officer-in-Charge Team ‘A’ in the Special Investigation Section (SIS) of the Criminal Investigation Department (CID). He was speaking to the media on 15 January 2014 before the presentation ceremony for the Minister for Home Affairs Operational Excellence award.

The CID and Police Intelligence Department (PID), four SPF teams and thirty-nine CID and PID officers received the award from Deputy Prime Minister (DPM) and Minister for Home Affairs, Mr Teo Chee Hean, in recognition of their outstanding performance and excellent teamwork

in the case. Both perpetrators were apprehended and Mdm Ng was released unscathed.

An intense twelve hours

The happy outcome did not come easy. Assistant Commissioner of Police (AC) Adrian Quek, Assistant Director, Major Crime Division, CID, said, “The entire team had to work together proficiently under very difficult and testing circumstances. In this instance, the safety of the elderly victim was our top priority.” The worry was exacerbated given Mdm Ng’s many medical ailments which require daily medication.

Superintendent of Police Deculan Goh, Head SIS, said, “The tension was very high from the point when the accused told our informant to drop off the money. We were on heightened alert throughout the whole period.”

As AC Quek said, “The successful resolution of this case can be primarily attributed to three key factors: the timely reporting by the victim’s family, the willingness to trust and cooperate fully with the police, and close collaboration and coordination amongst the various



police entities during the operation. Although kidnapping for ransom is extremely rare in Singapore, the police stand ready at all times to respond and tackle these serious crimes.”

Just focused on resolving the case

DPM Teo commended the officers during the event and said that the incident has shown that the officers have the “ability to think on their feet (and) to adapt” and have “a good sense of mission”. He was heartened that the officers effectively used all

their training and their experience to resolve the case.

The officers’ quiet confidence and pride could be felt during the ceremony. AC Quek humbly shares, “When we do our job, we do not expect any awards or rewards. When the case is reported, we will do our very best to tackle the crime.”

Work continues for DSP Burhanudeen and his team as they ensure “that this case will be successfully prosecuted and (that) the accused will face the full brunt of the law.”



SERVICE THROUGH SIMPLE ACTIONS

By SC Mok Wen Jie



“Put yourself in the customer’s shoes, understand and observe customer behaviour to provide better service”

Staff Sergeant (SSGT) Jacky Ang from Nanyang Neighbourhood Police Centre (NPC) Team ‘A’ is a EXSA Star award recipient in 2013. Previously awarded the EXSA Silver award in 2012, he relates his story of how simple actions can make a difference to another person’s day.

“At around 9.30pm one night, a complainant and his daughter entered the NPC. I observed that the complainant was in a foul mood, so I greeted him with a smile and enquired politely his purpose of coming to the NPC. He was here to redo a Death Certificate as it had an error, and highlighted his unhappiness regarding the error and the need to come back again. I explained to him the reason for such a necessary procedure in an understanding and composed manner, assuring him that I will try my best to have the Death Certificate redone as soon as possible.

While working on the corrections, I overheard the complainant conversing with his daughter about making photocopies of the death certificate to give to their relatives in order for them to apply for leave and for their children to be excused from going to school. However, it was already late at night and all the shops were closed. I offered to provide a few copies of the document, and he was delighted that I was observant and showed initiative to help alleviate some of the problems he faced.”



“Always show empathy not sympathy, put yourself into other people’s shoes and trust your training and experience.”

SSGT Cheong Kwok Leong, an Interactive Proactive Patrol Officer (IPPO) at Ang Mo Kio South NPC, was specially mentioned by residents who knew him through his frequent visits to the residents. He was awarded the EXSA Star award.

In addition to the tip above, he shared: “I would usually read up on daily briefing/ground reports and plot my shift work accordingly before the start of every shift. As an IPPO, I would either walk or cycle around the areas concerned to project police presence and most importantly to interact with residents to show them we are indeed listening and addressing their security concerns.”

837

SPF officers awarded the EXSA 2013

A whopping 837 Singapore Police Force (SPF) officers were awarded the Excellent Service Award (EXSA) for 2013 last December, a national award that recognises individuals who have delivered outstanding service. It is an increase of 27.4% of SPF officers receiving the award from 2012! Five awardees shared how to provide excellent service in any situation.



“I’ll give my fullest support to anyone with my best efforts when attending to requests or incidents.”

Mr Joshua Ow is an Infocomm Officer (Operations Support Section) in the Police Technology Department (PTD). He was awarded the EXSA Gold award for excellent service while assisting in Information Communications Technology (ICT) Support for Police operations. “It is my personal belief that ‘what goes around, comes around’, and I would give my fullest support when attending to any requests or incidents,” Mr Ow said.

His colleague, Infocomm Officer Neo Chang Feng, added: “He is able to learn from every situation, adapting to any challenge he faces. He also treats all his customers with equal sincerity, trying to better understand each customer’s needs, thus providing the best service that he can offer to any and every customer.”



“Listen, be patient and do not jump to conclusions. Only by doing so can you understand the requirement or problems faced by your customers.”

Like Mr Ow, Station Inspector (SI) Benson Khng is an Infocomm Officer, albeit under the Infocomm Service & Support Division of the PTD. He was also awarded the EXSA Gold award for excellent service during his daily course of work which involves serving fellow SPF officers in terms of ICT support.

“I believe that it is important to be sincere and have the right attitude,” mused SI Khng. “By being passionate and genuine in serving your customers, it paves the way for going the extra mile, making the day for your satisfied customers and feeling a sense of self-satisfaction.”

SI Leong Wing Whye can attest to SI Khng’s great service attitude. “Whenever he (Benson) receives a call from a customer requiring assistance, he always responds promptly, providing direct assistance via the phone when possible. He also follows up quickly via emails should the customer require more instructions or assistance.”

CELEBRATING THE PRESIDENT'S AIDES

By Ms Mabelle Yeo
Home Team News

Forty-eight specially selected officers from the Singapore Police Force (SPF) and Singapore Civil Defence Force (SCDF) were appointed as the President's aides on 21 May 2014. These Honorary Aides-de-Camp (HADCs) will represent and uphold the President's Office in a wide spectrum of state functions and duties. Home Team News caught up with two of the newly appointed HADCs at the Istana that night.



Six Home Team officers were newly appointed to the Honorary Aides-de-Camp (HADC) Corps this year. The Corps is made up of specially selected, highly competent officers from the Singapore Armed Forces, SPF and SCDF, committed to upholding the dignity and honour of Singapore's highest office and national representation.

Honorary Aides-de-Camp (HADCs) serve as special aides to Singapore President Mr Tony Tan and perform a wide range of duties including the organisation and management of state events, ceremonies and visits by foreign dignitaries and diplomats. They also plan events and Open House days at the Istana that include the general Singapore public.

"Your commitment in putting the many extra hours of hard work, on top of your primary duties, to plan and manage these events is much appreciated," said President Tony Tan after the official appointment ceremony held

at the Istana on 21 May 2014. The President also expressed his gratitude to all the existing and new HADCs and their families for their dedication and support.

Familial understanding and support are also what 26-year-old Assistant Superintendent of Police (ASP) Tan Yong Liang cherishes and is thankful for.

"My wife and parents fully empathise with the very likely scenario that I will be away from home performing my HADC duties on certain weekday evenings, weekends and even public holidays. They are my greatest source of motivation and support, and it touches me deeply that they express their care through their actions. For instance, my father has volunteered to be my driver whenever I need to make my way to and from Istana (or any other off-site locations) for my HADC duties!"

In addition to the six newly appointed HADCs from the Home Team, 42 HADCs from SPF and SCDF were re-



appointed for 2014/15 that night. The 48 Home Team officers will each serve the President's Office over a minimum term of three years.

"We will be going through challenging moments and long hours together. Hopefully, through the shared experience, I will learn different working styles and develop strong and lasting bonds with fellow HADCs,"

said ASP Tan, who is one of the five SPF officers appointed to the HADC role for the first time.

Sharing the excitement is fellow new HADC Deputy Superintendent of Police (DSP) Cheryl Lee Wan Ling. "It is a great honour to be selected for this appointment!" said the resplendent 33-year-old Commanding Officer of Orchard Neighbourhood Police Centre.

"I am excited about sharing a part of Singapore history and heritage with Istana guests. The Istana is a place rich in history and it is a part of our Singapore heritage...there is much to learn about it! Being able to share this with visitors and guests during events such as the Istana's Open House days would indeed be a privilege."

When asked how her capabilities as a Police officer will help in her new appointment, DSP Cheryl Lee replied confidently: "As an SPF officer, we have always been reminded to expect the unexpected, and have many experiences of having to manage contingencies...hence the ability to quickly respond and recover to handle unexpected situations will be one thing that will help in this appointment."

She also acknowledged that an HADC's role is far from easy. "There may be some misperception that being a HADC is something glamorous... from what I hear from past HADCs, there is indeed a lot of hard work behind the scenes and we are all mentally prepared for that," she said, elaborating that "regardless of the type of duty, whether it is ushering, welcoming Istana guests, co-ordinating events, functions or ceremonial duties, there will be something to learn and something new to experience."

"It all lies in how we make the utmost of every duty, while giving our best for every duty," she added.



IF ONLY YOUR PHONE COULD DETECT SCAMMERS

BUT IT CAN'T



A SIMPLE PHONE CALL CAN TURN OUT TO BE A SCAM.

- ⚠ Always be wary of phone calls from strangers. Before asking you for money, they will try to convince you into believing they are some government official or someone whom you know.
- ⚠ Do not transfer any money via remittance agencies, banks or any other means to anyone whom you do not know.
- ⚠ Contact the Police immediately should you be a victim of phone scam.

PENALTIES FOR CHEATING

JAIL TERM OF UP TO 10 YEARS AND LIABLE TO A FINE



SINGAPORE POLICE FORCE

