

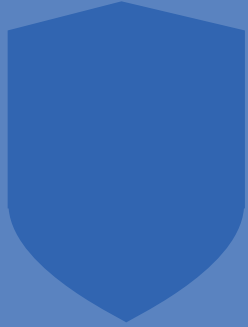
Handbook for

CRIME PREVENTION PROFICIENCY BADGE SCHEME



Published by:



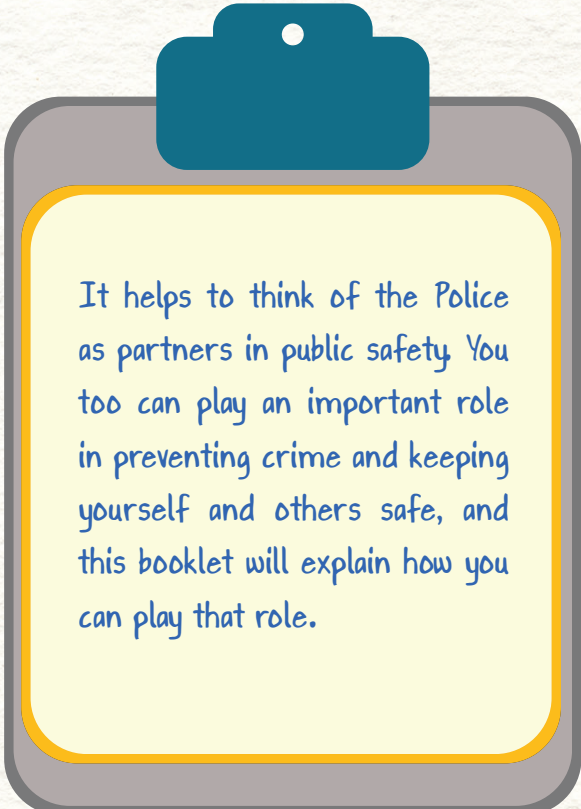


INTRODUCTION

We all have a part to play to make our homes, schools and neighbourhoods safer. A good way to start is to recognise the various crimes and their dangers. With understanding, we become more aware of the times when we, or our loved ones, can become targets of harm. This will help us take precautions to prevent ourselves or our loved ones from becoming victims of crime. Remember, prevention is always better than cure.

Why is crime prevention important?

- ★ We are all part of a society, living together and sharing a common space. Thus, we must respect everyone and their belongings, and not intentionally harm them or take their belongings for our own use. In turn, each of us has the right to be treated with the same respect.
- ★ When we become the victims of a crime, we lose our peace of mind and sense of safety. We may suffer physical injuries. Our friends and families will also be affected.
- ★ Crime can have wider consequences than the immediate loss. For example, if your mobile phone is stolen, you lose not just the phone but also the contacts of family and friends.



It helps to think of the Police as partners in public safety. You too can play an important role in preventing crime and keeping yourself and others safe, and this booklet will explain how you can play that role.



HOW WE CAN PREVENT CRIME

The Singapore Police Force (SPF) fights crime in three ways:

- ★ Prevention – to stop criminal intent (or desire) from being formed.
- ★ Deterrence – if there is criminal intent, to remove the opportunity to commit a crime.
- ★ Detection – if a crime happens, to reduce the damage caused.

Crime prevention is not the sole responsibility of the Police. Crime prevention is everybody's responsibility. Here is how you can help:

- ☑ Learn about various crimes. You can tune in to *Crime Watch*. You can join (and 'Like') the SPF Facebook page, follow its Twitter page or download its smartphone app (Police@SG).
- ☑ Keep an eye on your surroundings and take necessary precautions to keep yourself safe from suspicious characters. Help friends and family members to stay safe and request that they do the same for you.
- ☑ Share with others, including friends and family, on what you learn.
- ☑ Work closely with the Police by providing information, or joining a Neighbourhood Watch Group (NWG) or Citizens on Patrol (COP).

Here are the two channels to reach the Police:

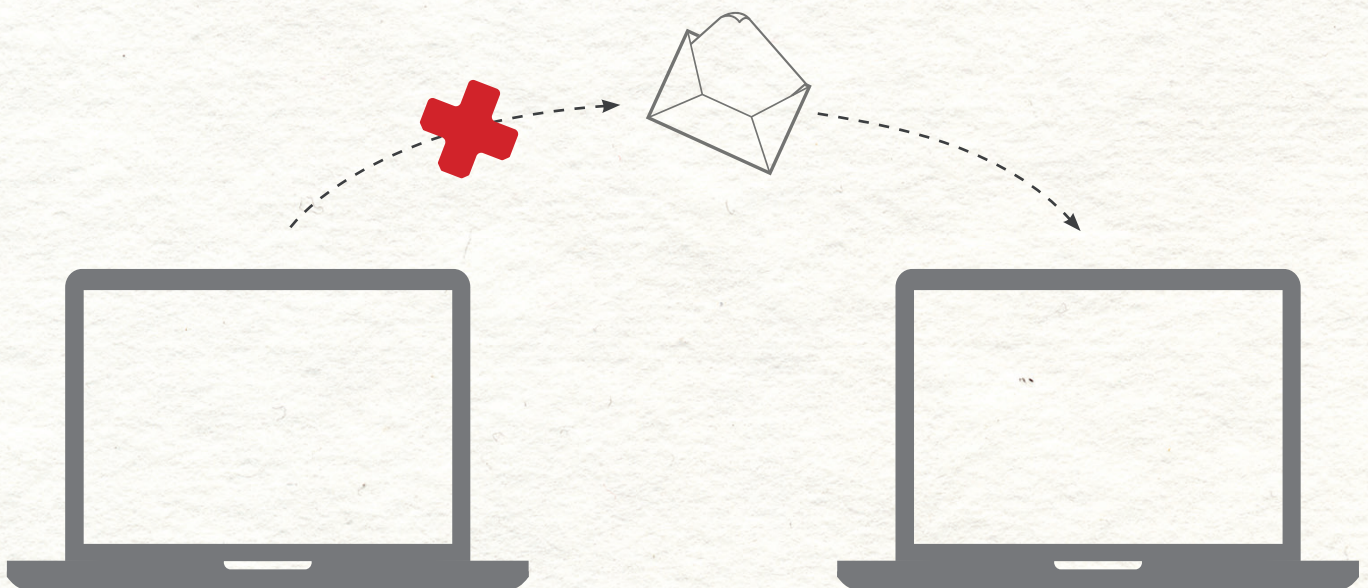
- For crimes requiring immediate assistance, call the Emergency Hotline at 999.
- For situations not requiring immediate assistance, call the Police Hotline at 1800-255-0000 or submit a report via CrimeStopper at www.spf.gov.sg/crimestopper.

CYBER CRIMES

Cyber crimes take place when a computer or network of computers becomes the tool to commit crimes, or the target of such activities. A cyber-criminal can operate from anywhere in the world where there is Internet connection. As you might have Internet access, you can be a target of crime if you are not careful.

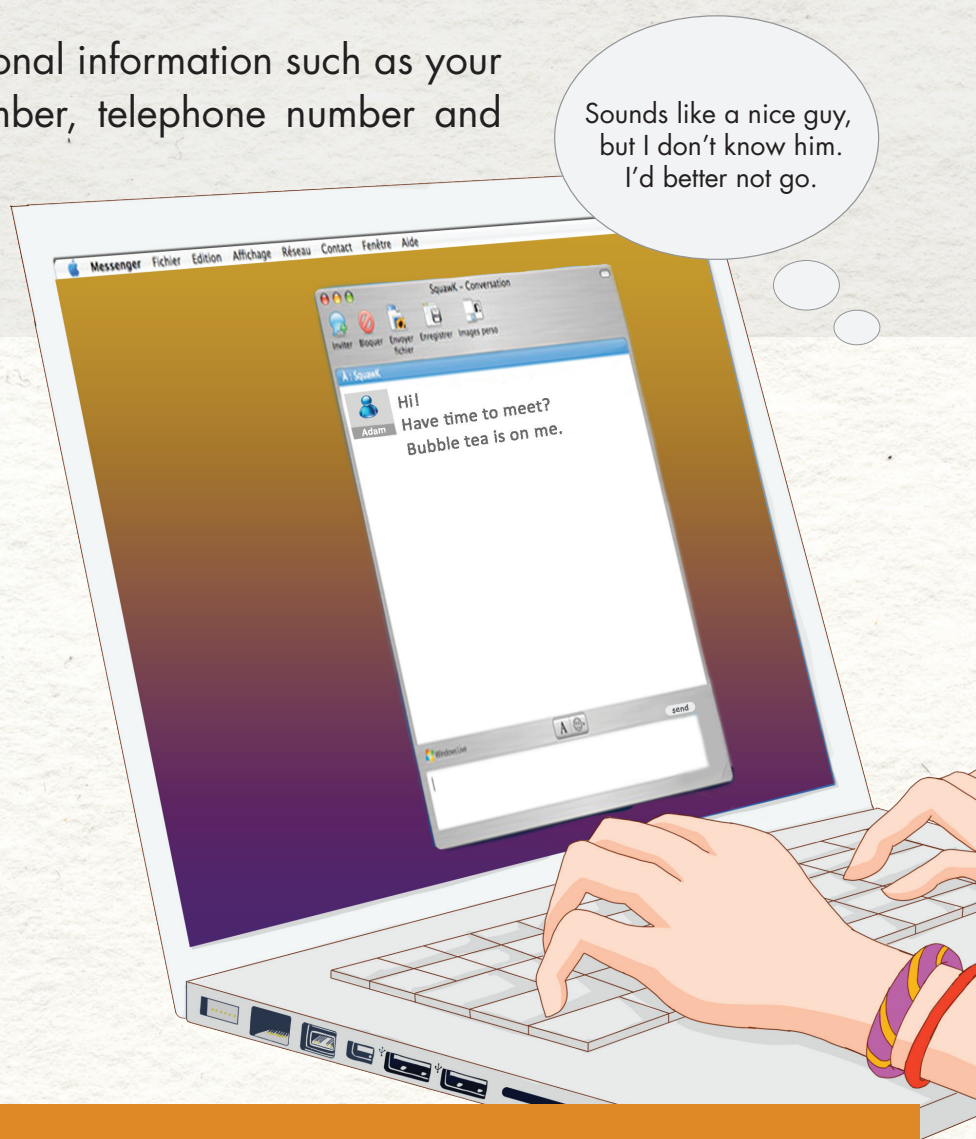
Some examples of cyber crime are:

- ★ *Hacking* – unauthorised access into your online accounts (e.g. e-mail, Facebook and file-sharing sites) and your own website.
- ★ *Use of malicious software* – destroying or taking important information from your computer or mobile devices using viruses and Trojans, which are disguised as useful software.
- ★ *Fraud* – identity theft, impersonation and scams or 'phishing' to lead you into giving criminals your personal information.
- ★ *Illegal file sharing* – uploading and downloading music or movies without permission from the content providers.
- ★ *Seditious postings* – spreading hateful messages online.



If you use the Internet, these are tips worth knowing:

- ✓ Never reveal your user IDs and passwords to anyone. If you receive an email requesting your IDs and passwords, delete the email. Do not respond or click on any of the links. It is probably a 'phishing' scam trying to steal your online identity.
- ✓ Use strong passwords for your accounts. They should combine letters, numerals, and special characters such as '#' or '\$'. Note that strong passwords are difficult to guess. Do not create a password that contains information related to you that others know, such as your birthday or pet's name.
- ✓ Avoid chatting with strangers on the Internet. If you must meet your 'online friend' in person, ensure the meeting is held in a public place in the presence of an adult family member.
- ✓ Avoid revealing personal information such as your full name, NRIC number, telephone number and home address to strangers over the Internet.



- ☑ Never respond to messages that make you uncomfortable, or that put you in difficult situations.
- ☑ Do not accept, install or forward files from suspicious sources such as Internet ads or emails from people you do not know. Sometimes, you may receive emails that appear to be from your friend. If it looks suspicious, do confirm with them as their accounts may have been hacked.
- ☑ Keep your computer system up-to-date with the latest operating system and security patches.
- ☑ Install a personal firewall and antivirus program, and keep them updated to screen out the latest threats.



If you become a victim of cyber crime:

- Tell someone you trust right away
- Keep all emails, files and data on your computer as evidence, and note down the date and time the crime happens.
- Seek police assistance immediately at the nearest Neighbourhood Police Centre.

PROPERTY CRIMES

Property crimes are probably the most familiar to all of us. Thieves steal valuables or vehicles; burglars break into houses and robbers attack their victims before taking their belongings, and sometimes their lives. Fortunately, most of such crimes can be prevented.

Bicycle Theft

If you own a bicycle:

- ☑ Keep it indoors when you are not using it. If you must park it in a public place, use a designated bicycle parking bay so that you do not create inconveniences to others. (Indiscriminate parking may also result in action being taken against you by the relevant authorities.)
- ☑ Lock it when it is left unattended, even for a short while. Secure all removable components.
- ☑ Use a durable lock. You can consider using a U-lock, which provides better security compared to cable locks.
- ☑ Make unique permanent identification marks on your bicycle, such as engravings or affix a Bicycle Security Label. A Bicycle Security Label comes with a unique serial number that will help you and the Police identify the bicycle if it is stolen. To obtain a Bicycle Security Label, visit any Neighbourhood Police Centre with your bicycle.



Housebreaking

Break-ins can happen at home, school or the office. You and your family members can prevent such cases from taking place through these tips:

- ☑ Make sure all doors, windows or other openings are locked and secured. Grilles and strong close-shackled locks are important to have.
- ☑ Should a key be lost or stolen, inform your parents or guardians to have the lock changed promptly.
- ☑ Keep valuables and large amounts of cash out of sight and out of reach from windows. If possible, store them in safes, locked drawers or bank deposit boxes.
- ☑ Cancel subscription items such as newspapers or magazines when you are on holiday or when the home is empty – even if only for a few days. Alternatively, you can arrange for a trusted person to receive them on your behalf, or to help clear junk flyers piling up outside your home. Uncollected items can be a sign to burglars that the home is unoccupied.
- ☑ If possible, have your parents or caregivers secure the home with CCTV systems and security alarms. Learn how to activate these systems when they are needed, and have them regularly serviced so that they are in good working condition.

Theft

Never leave your belongings unattended in school or anywhere else, as this attracts unwanted attention. These habits can safeguard your belongings:

- ☑ Always keep an eye or a hand on your belongings when you are in a public place.
- ☑ If you are leaving your seat, even for a short period of time, have someone look after your belongings.
- ☑ When in a public place, keep your handphone with you at all times. Do not leave it at your table in the canteen, library or anywhere.
- ☑ If you own a smartphone, sign up for services (certified by the manufacturer) that allow you to track the location of the device, and remotely disable it if it is lost or stolen.



Robbery and Snatch Theft

These crimes are usually confrontational – the robber gets up close to the victim abruptly, and the victim can be traumatised. Besides losing your valuables, you may be harmed as well. Robbers and snatch thieves may observe their victims from a distance before striking. Learn and practise these tips:

- ☑ Avoid wearing valuable jewellery or carrying large sums of cash.
- ☑ When in public, do not show off your cash or valuables.
- ☑ If you are using a sling bag, carry it in front of you or clasp it under your arm.
- ☑ Be wary of persons who seem to be following you, or those who strike up a conversation from out of the blue.
- ☑ Avoid walking through dimly-lit, quiet and secluded places, even if they seem like shortcuts. You are less likely to be heard or receive help when something happens.
- ☑ Carry an alarm that you can activate to get attention and help.
- ☑ Have someone escort you home when it is late.
- ☑ If you suspect that someone is following you, remain calm. Proceed to a crowded area, or call the Police for assistance.
- ☑ Avoid taking the lift alone with strangers. Let the stranger take the lift first, and wait for the next one. When entering a lift alone, stay close to the buttons. If a stranger rushes into the lift as the doors are closing, press 'Door Open' and step out immediately.



Theft of Vehicles or Valuables from Vehicles

Losing a vehicle is costly and can cause great inconvenience. Leaving valuables in plain sight in the vehicle provides thieves with a tempting opportunity.

- ☑ Do not park in dark or deserted areas. Thieves tend to operate there, as they know they are not as likely to get caught.
- ☑ Lock all the doors and close all the windows of your vehicle when it is left unattended, even for a short while.
- ☑ Keep bags and valuables out of sight, such as in the boot, if you cannot take them with you.
- ☑ Remember to remove the key from the ignition when you leave your car.
- ☑ Use an additional lock, such as a steering wheel or gear lock.
- ☑ If possible, have a burglar alarm installed in the car.
- ☑ For motorcycles, use a front wheel safety lock, and a strong chain and cable lock.



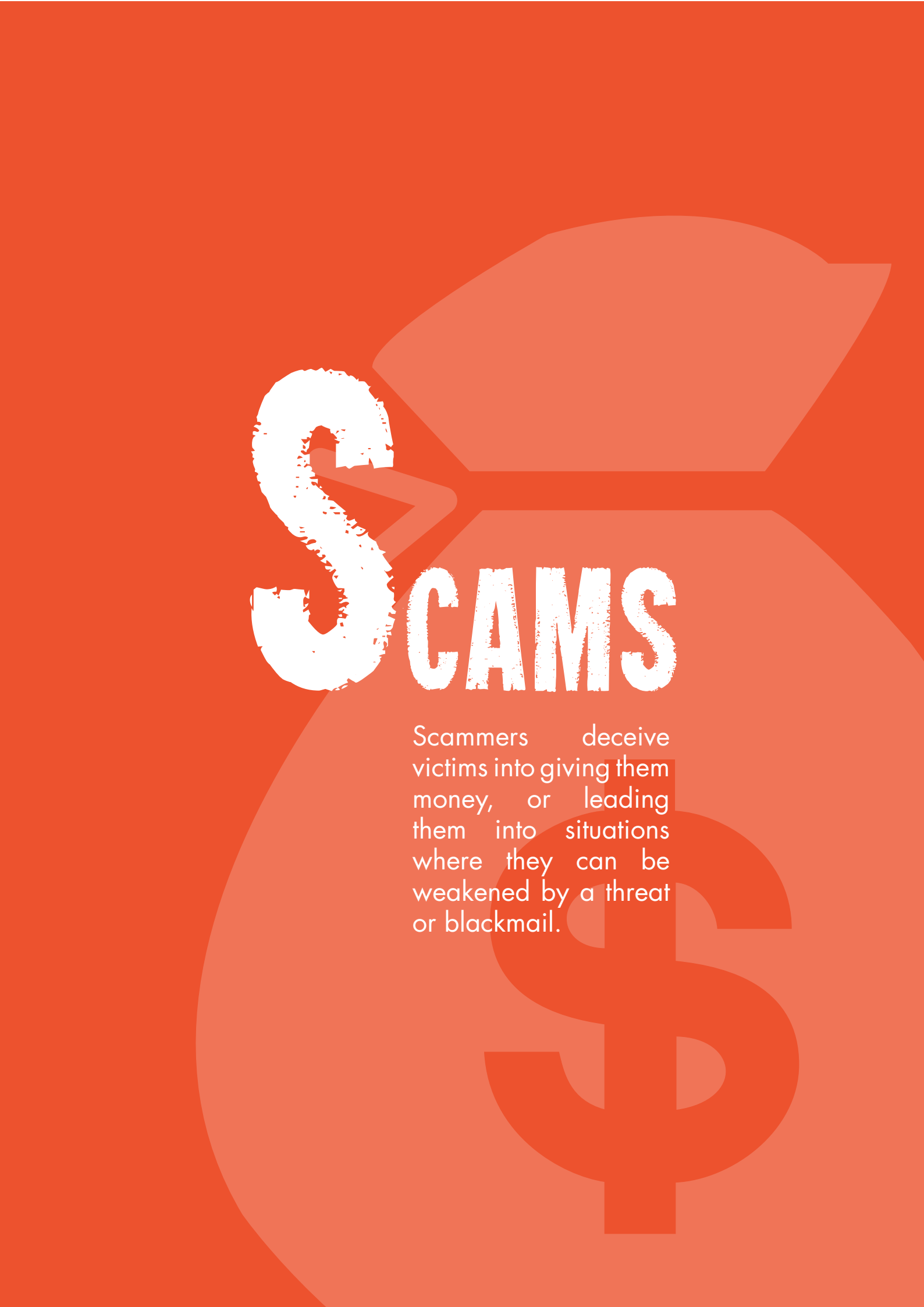
Pickpocketing

Pickpockets generally target people who show off cash or valuables in public. Pickpockets may distract you by bumping into or brushing against you in a crowd, or creating a commotion.

To avoid being a victim, you should:

- ☑ Avoid displaying excessive cash in public. If possible, transact cashlessly using NETS or ATM cards.
- ☑ Do not be distracted by strangers walking into you, creating a scene or spilling drinks on you.
- ☑ Check your wallet, handbag and valuables immediately if someone bumps into you.





SCAMS

Scammers deceive victims into giving them money, or leading them into situations where they can be weakened by a threat or blackmail.

'Kidnap' Scams

These scammers will call you, and inform you that a family member has been kidnapped. They will then demand a ransom. They will create an atmosphere to convince you that they have your loved one with them. For instance, they will let you listen to cries for help in the background.

If you receive such a call:

- ☑ Remain calm.
- ☑ Contact your loved one to confirm his or her safety.
- ☑ Call the Police immediately at '999' to report the case.
- ☑ Do not transfer any money to the caller.



Impersonation Scams

Impersonating Government Officials

These scammers will call you claiming to be policemen, immigration officers or court officials. They will accuse you of being involved in criminal offences and ask for money in order to let you off. Note that actual notices to attend court or pay fines are issued via official letters sent through the post, and not over the phone.

Scammers can also pose as welfare officials, and tell you of supposed welfare benefits or tax discounts. They may sometimes cite your name and NRIC number. They will persuade you to go to the nearest ATM and send them money in order to claim the benefit. Again, note that the authorities will provide notification of such matters via official letters, and will certainly not ask you to make any transfer of funds through phone calls.

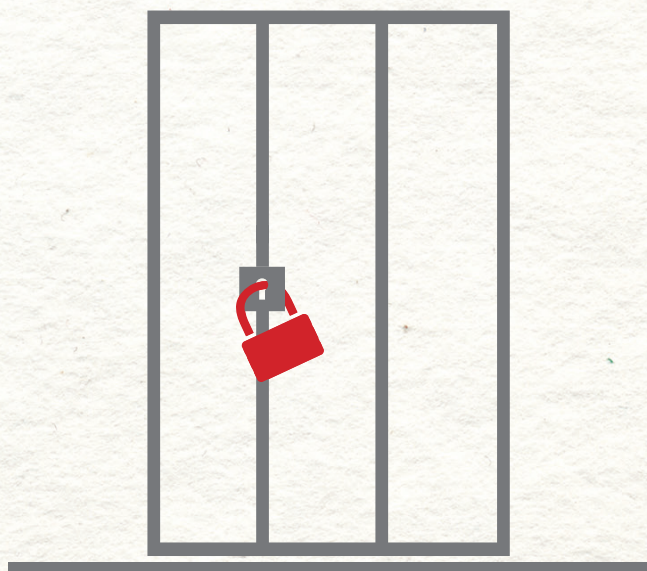
If approached by such scammers:

- ☒ Remain calm and note the scammers' instructions as evidence, such as the bank and account number they ask the money to be sent to.
- ☒ Call the Police immediately at '999' to report the case.
- ☒ Do not transfer any money to the person.

Bogus Repairmen

These impersonators will look to enter the victim's home under false pretence to commit burglary. They appear at the victim's door and claim to be building inspectors or repairmen on duty to check for power supply or water leakages. Once allowed entry, they distract the victim before stealing his personal belongings. It pays to be on guard against this common crime. Here's what you can do:

- ☑ Always keep your grille gates locked and never open the doors to strangers.
- ☑ Verify the person's identity with his company, or contact your family members or the Police for assistance.
- ☑ Do not let the person into the house if his identity cannot be verified.
- ☑ Do not keep large sums of money or valuables in the house. Keep the money in a safe or deposit it in the bank.



Internet Love and Extortion Scams

These scams may occur on social networking, matchmaking and dating sites.

Love Scams

Scammers befriend their victims online through dating or social networking websites. After establishing an online relationship with the victim, the scammer will claim that he will be coming to Singapore to meet in person or ask for the victim's hand in marriage. On the supposed day of arrival, the scammer will call the victim and claim that he has been detained for carrying excess cash. The scammer then asks the victim to transfer money to secure his release. In other cases, scammers may try to get you to give them money by winning your sympathy – they may pour out their woes to you, such as financial difficulties.

After the victims send the money, the scammer breaks off contact and 'disappears'. If you or your loved ones are active on such sites, take these measures:

- ☑ Be wary of messages from strangers who want to befriend you.
- ☑ Do not send money to people whom you do not know well enough. Scammers may spend weeks or months building rapport with you online before asking for help.
- ☑ If you are a victim, report the matter to the Police immediately.

Extortion Scams

After the scammer succeeds in getting the victim's trust, the victim may be tricked into appearing nude or into performing sexual acts in front of his or her webcam. The scammer then attempts to extort money from the victim by threatening to circulate the footage or picture of the act online. Protect yourself by:

- ☑ Being wary of people you befriend online.
- ☑ Not agreeing to such requests. Online 'friends' who ask you to do this are unlikely to mean well.
- ☑ Not sending money to unknown persons. If you are a victim, report the matter to the Police immediately.

Lottery Scams

The scammer will call to inform you that you have won a prize in a foreign lottery or lucky draw, and request an 'advance payment' to help you claim the prize. Do not send any money to them, as real lotteries or lucky draws do not require any such payments.

If you receive such a call, you should:

- ☑ Remain calm and note the scammers' instructions as evidence, such as the bank and account number they ask the money to be sent to.
- ☑ Call the Police immediately at '999' to report the case.
- ☑ Ignore these notifications, especially if you have not participated in any of such draws.

Failure to Deliver Goods and Services

The scammer posts product advertisements on popular websites or forums, and broadcasts very attractive prices. He then asks for payment to be made electronically or through remittance agencies. Subsequently, the customer receives notification that the delivery is unsuccessful.

Some of the common reasons given are that the items were wrongly delivered to another location, or the items have been seized at the Customs. Using any of these reasons, the scammer then asks for a 'retrieval', 'storage' or 'guarantee' fee to help arrange the delivery once again. You should adopt the following measures to protect yourself from being scammed:

- ☑ Do not be lured by the discount to buy the products immediately.
- ☑ Check the track record of the company or seller. You can enter its name into Google or any search engine and examine the results, or ask for a list of their clients or customers and enquire with them. (Note that scammers can quickly appear and disappear, so the lack of a complaint against them does not mean that you should trust them.)
- ☑ Buy only from shops you know and trust. Be aware of where the company is physically located, and if you plan to buy from a foreign company, do note that it can be more challenging to resolve problems of failed delivery.

- ☑ Understand the offer. Carefully check the information about the goods and ask for more details when needed – a genuine business would gladly provide them.
- ☑ Know what is being sold, the total price, package tracking number, delivery date, the terms of any guarantee, and the return and cancellation policy.
- ☑ Never give bank account numbers, credit card numbers or personal information to anyone you do not know and trust. Do not give information that is not necessary to make the purchase.



SEXUAL CRIMES

Cases of outrage of modesty or molest can leave victims traumatised for a long time. Anyone can be a potential victim, especially women and children.

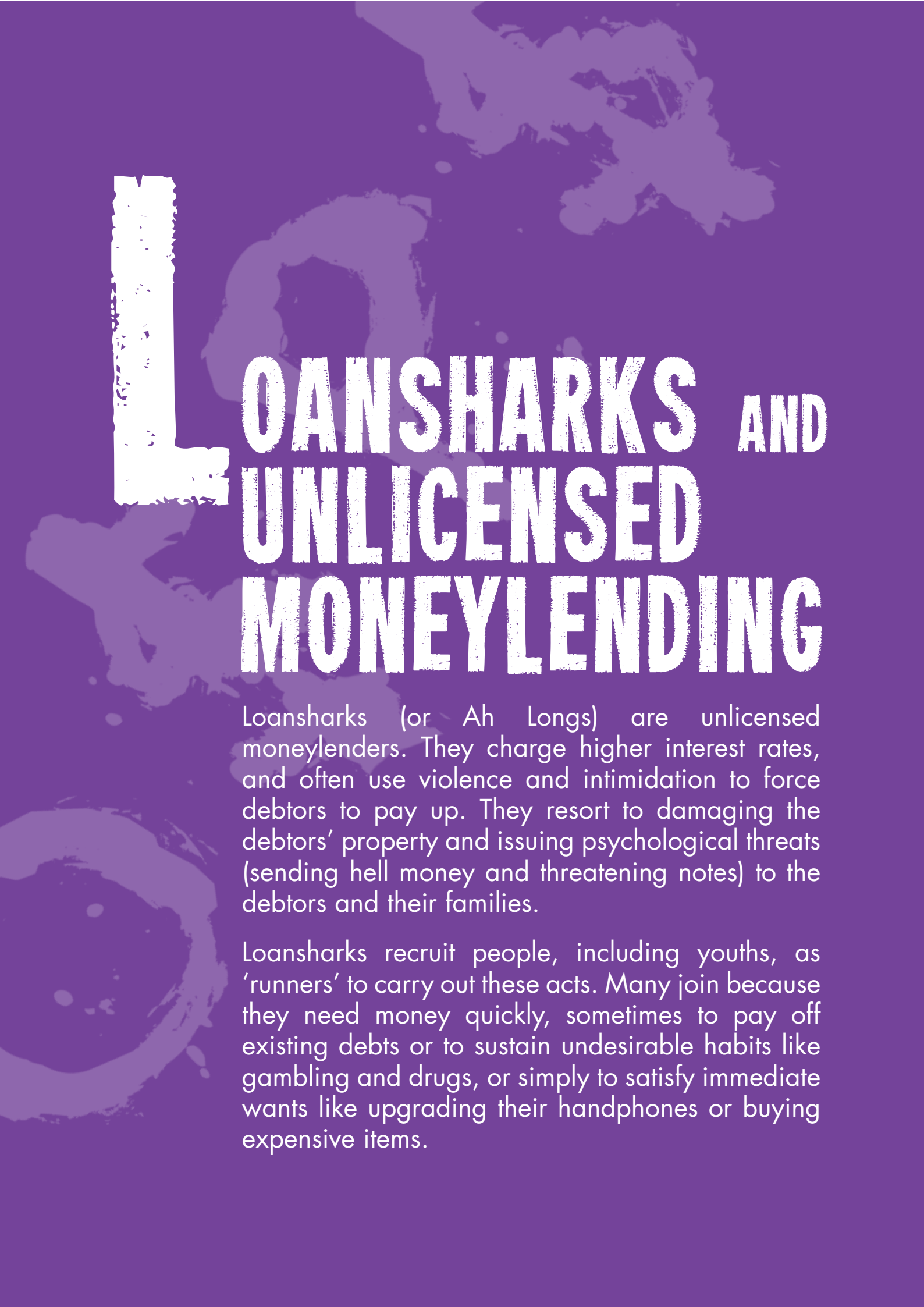
Arm yourself with these tips:

- ☑ Avoid walking through dimly-lit and secluded places.
- ☑ When returning home alone or late at night, arrange for a family member or trusted friend to escort you home.
- ☑ If you suspect that you are being followed, remain calm. Proceed to a crowded area or call the Police for assistance.
- ☑ Avoid taking lifts alone with suspicious people. Let them take the lift first, and wait for the next one.
- ☑ When entering a lift alone, stay close to the buttons. If a stranger rushes into the lift as the doors are closing, press 'Door Open' and step out immediately.

If you are travelling on public transport, where you are likely to be close to strangers:

- ★ Move away if someone stands or sits extremely close to you.
- ★ If you see a suspicious-looking passenger, approach the station manager or bus captain, or contact the Police for assistance.
- ★ If you are molested, shout for help immediately. Seek help from people nearby or activate an alarm if you carry one.
- ★ Young children should be accompanied home at all times and taught not to talk to strangers. Ensure that they do not wander in public places without adult supervision.





LOANSHARKS AND UNLICENSED MONEYLENDING

Loansharks (or Ah Longs) are unlicensed moneylenders. They charge higher interest rates, and often use violence and intimidation to force debtors to pay up. They resort to damaging the debtors' property and issuing psychological threats (sending hell money and threatening notes) to the debtors and their families.

Loansharks recruit people, including youths, as 'runners' to carry out these acts. Many join because they need money quickly, sometimes to pay off existing debts or to sustain undesirable habits like gambling and drugs, or simply to satisfy immediate wants like upgrading their handphones or buying expensive items.

Remember that working for loansharks is a crime. It can lead to:

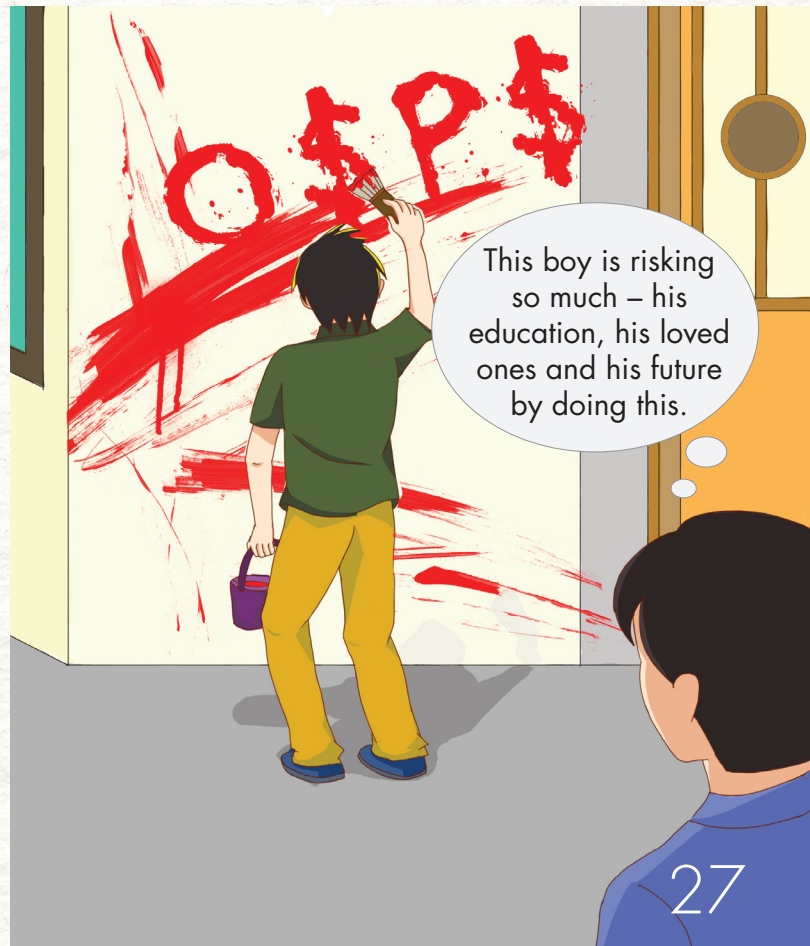
- ★ Expulsion from school.
- ★ Hurting your loved ones when you go to jail.
- ★ You living in fear every day.
- ★ A criminal record for the rest of your life.

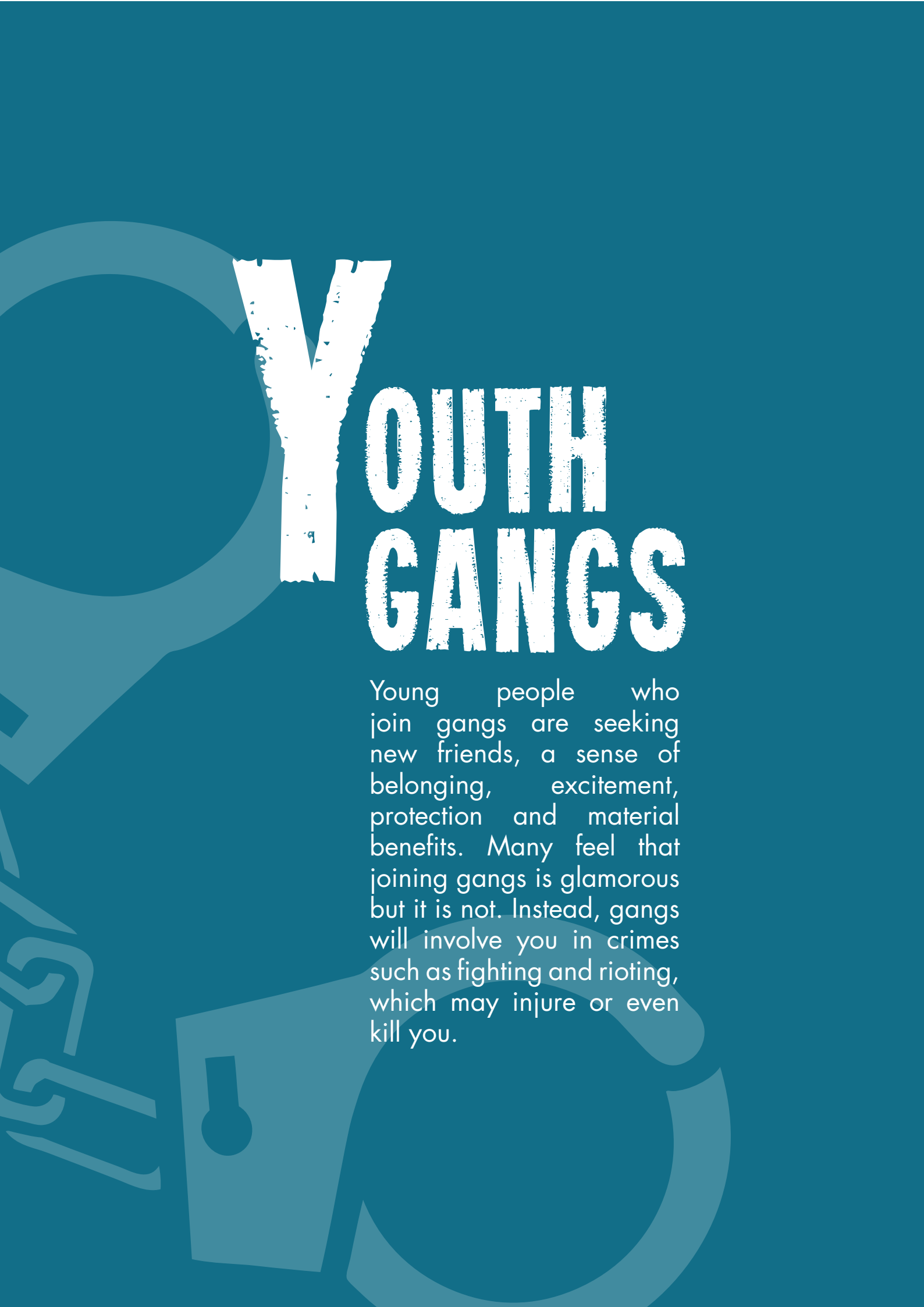
If you are in debt:

- ☑ Never resort to borrowing from loansharks.
- ☑ Seek counselling from professionals, and financial assistance from family members, friends and relatives.
- ☑ Seek help from Credit Counselling Singapore by visiting their website (www.ccs.org.sg) or calling 1800-225-5227.

If you have a gambling addiction, seek help from the National Council on Problem Gambling (www.ncpg.org.sg).

If you know of schoolmates involved in loansharking, inform your teachers, parents or school counsellors. You can also call the X-Ah-Long hotline 1800-9-24-5664 (1800-X-Ah-Long) to share information on loansharking activities with NCPC.



A large, stylized, light blue graphic of a person in a suit is positioned on the left side of the page. The person is facing right, with their arms crossed. The graphic is composed of simple, bold shapes, giving it a modern, minimalist feel. The background is a solid dark blue color.

YOUTH GANGS

Young people who join gangs are seeking new friends, a sense of belonging, excitement, protection and material benefits. Many feel that joining gangs is glamorous but it is not. Instead, gangs will involve you in crimes such as fighting and rioting, which may injure or even kill you.

If you are caught committing crimes, you will be charged in court, and separated from your family and friends for a period of time.

To steer clear of gangs:

- ☑ Avoid mixing with friends who are gang members.
- ☑ Control your emotions and words. When gang members stare at you, walk away.
- ☑ Use your free time productively. Be involved in healthy activities such as sports, joining school clubs or volunteering.
- ☑ When in trouble, go to your parents, teachers or counsellors for advice and help.



If you wish to leave a gang or report gang activities, seek assistance from the Police at 1800-255-0000.





HOW AND WHEN TO MAKE A POLICE REPORT

There are many ways to report a crime or give information to the Police.

Dial '999' for immediate Police assistance when:

- ★ A crime is in progress.
- ★ Someone suspected of committing a crime is close by, or you know where the person is.
- ★ Someone has been seriously injured or is in danger.
- ★ Physical evidence has been left at the crime scene. This includes blood, fingerprints or any items left behind by the offender.

- Need immediate assistance?
Dial **999**.
- Not an emergency, or need to provide info?
Dial **1800-255-0000**.



When talking to the Police, be sure to speak slowly and clearly to avoid misunderstanding. Note the following:

- ☑ State what is happening and what assistance is needed.
- ☑ Say where the crime is taking or has taken place.
- ☑ Describe the suspects' appearance and give their height, gender, approximate age and clothing; and where you last saw them.
- ☑ If a vehicle is involved, give its registration number, make, colour and the direction it was last seen heading.
- ☑ State whether anyone has been injured.



For non-emergency cases, you can report them at any Police station or lodge an online report at the Electronic Police Centre (www.spf.gov.sg/epc). If you have information regarding a crime or have any suspicions, you can call the Police hotline at 1800-255-0000. All information will be kept confidential.

ABOUT THE NATIONAL CRIME PREVENTION COUNCIL

The Council is a non-profit organisation, whose Chairman, Vice-Chairman and members are appointed by the Minister for Home Affairs. They are government officials, reputable individuals and corporate members from various sectors of society – representing the joint effort of both the government and the public in the fight against crime.

The National Crime Prevention Council (NCPC) was formed on 4 July 1981. It seeks to:

- ★ Build public awareness and concern about crime.
- ★ Educate members of society so that they are able to protect themselves against crime.
- ★ Study, develop and improve crime prevention measures suitable for adoption by the public.
- ★ Co-ordinate efforts of organisations which are interested in the above activities.



For more information,
visit www.ncpc.gov.sg or
www.facebook.com/ncpc.sg

ABOUT THE SINGAPORE POLICE FORCE

The SPF was formed in 1819. The SPF today is a modern, efficient and well-equipped institution that dedicates itself to maintaining Singapore as a safe city.

The SPF is headed by the Commissioner of Police, who oversees:

- ★ *Staff Departments*, which monitor daily operations, provide operational guidance and develop new procedures and equipment.
- ★ *Specialist Staff Departments*, which have responsibilities in specific areas of operation.
- ★ *Specialist and Line Units*, which include:
 - Six Land Divisions, which oversees the Neighbourhood Police Centres to carry out the police work of keeping peace and order. Each Land Division does so in a specific part of Singapore.
 - The Airport Police Division, which keeps Changi and Seletar Airports safe and secure.
 - The Police Coast Guard, which patrols and maintains order in Singapore's territorial waters.
 - The Public Transport Security Command, which oversees police work throughout the rail and bus transport networks of Singapore.
 - The Special Operations Command, which runs the SPF's elite tactical units.



For more information,
visit www.spf.gov.sg, or
[www.facebook.com/
singaporepoliceforce](https://www.facebook.com/singaporepoliceforce).

POLICE RANK INSIGNIA



Commissioner



Deputy
Commissioner



Senior
Assistant
Commissioner



Assistant
Commissioner



Deputy
Assistant
Commissioner



Superintendent



Deputy
Superintendent



Assistant
Superintendent



Inspector



Senior
Station
Inspector II



Senior
Station
Inspector



Station
Inspector



Senior Staff
Sergeant



Staff
Sergeant



Sergeant



Corporal