



**POLICE  
LIFE**

THE SINGAPORE POLICE FORCE MAGAZINE

2021 / ISSUE 6

**ENHANCING OUR  
CRIME-FIGHTING CAPABILITIES  
AT SEA**

# CONTENT SPOTLIGHT



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## Anti-Drink Drive Campaign 2021 - A Frontline View by the Traffic Police

The Anti-Drink Drive Campaign is an annual outreach effort by the Traffic Police (TP) and the Singapore Road Safety Council (SRSC) to educate and remind motorists against drink driving. In this issue of *Police Life*, hear from three TP officers on how cases of drink-driving are handled by the Police.



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## The Frontliners of the Police Operations Command Centre

Ms Nur Hafizah Binte Kamal, an Emergency Communications Officer (ECO) and Station Inspector (SI) Seow Tuan Hong, a Senior Watch Officer (SWO) – are two Police Operations Command Centre (POCC) officers with unique roles. Read on to learn more about their work and their experiences at the SPF's nerve centre!



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## A Collaborative Approach Against Scams

The Anti-Scam Centre (ASC) was set up by the Singapore Police Force (SPF) under the Commercial Affairs Department (CAD) to disrupt and prevent scam operations as well as to mitigate victims' monetary losses through the swift recovery of proceeds of crime. Learn more about what they do and how they achieve their mission to combat scams.



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## Enhancing Our Crime-fighting Capabilities At Sea

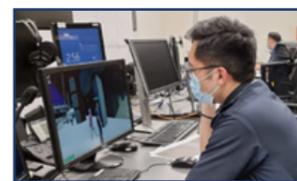
As crime fighters at sea, Police Coast Guard (PCG) officers are skilled in seamanship, boat handling, communications, radar, navigation and weaponry. They help safeguard Singapore's territorial waters even in the roughest sea conditions. Read on to find out how the PCG leverage technology to sharpen its operational capabilities!

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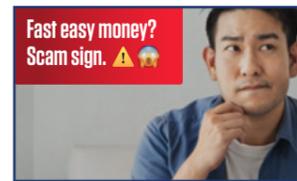
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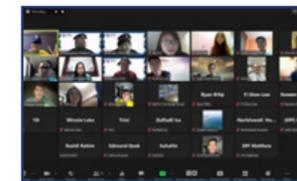
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# Let's Get Social!

Saiful Imran

Check out the Singapore Police Force's Facebook page to find out the latest happenings! Here are some of the highlights for the months of September and October 2021!

Singapore Police Force  
October 11 at 6:00 PM · 🌐

'Justice is Done' Episode 1: A kick in the teeth  
In 2008, a badly decomposed body was found near Bukit Batok Nature Park and raised suspicions that the death could be due to foul play.

Learn how the Police pieced together evidence to identify the deceased and ultimately arrest the perpetrator.

#justiceisdone  
#singaporepoliceforce



698 42 Comments 270 Shares

- Uni Crystal  
Keep up with the good wotk. You make us feel safe with your presence. Thank you, SPF.
- Jianhao Kong  
Like straight outta a movie but it did happen and thankfully, the case was solved! 🙌
- Kunal Vj  
Excellent ... do produce more of such episodes.



Singapore Police Force  
October 10 at 12:23 PM · 🌐

The Singapore Police Force (SPF) embarked on an island-wide implementation of Police Cameras (PolCams) at all public housing blocks and multi-storey carparks in 2012 and have since expanded the camera coverage to other public areas such as the neighbourhood centres and town centres.

Since its installation, PolCams have proven to be an invaluable source of investigative leads, aiding the Police in solving more than 5,000 cases since 2012. Along with video analytics (VA), the cameras allow officers to go through footage to look for investigative leads for various incidents.

The prominent deployment of PolCams in public spaces is an important crime-fighting strategy. The Police will continue to leverage technology, and expand the coverage of PolCams island-wide, to enhance public safety and security.

#SAFEGUARDINGEVERYDAY #SAFERNEIGHBOURHOODSINSINGAPORE



CHANNELNEWSASIA.COM  
Caught on camera: How 90,000 police cameras across Singapore help solve crimes

531 22 Comments 253 Shares

- Kenneth Tan  
U can run BUT I cannot hide! > msg to ALL criminals & criminal-to-be!  
A big THANK U to SPF 🙏
- Mma Mma  
Thank you for keeping us safe 🙏
- Sai Gong  
Yes! Deploy PolCams everywhere in SG!  
Towards a safer SG!  
No crime shall go unpunished!



Singapore Police Force  
September 24 · 🌐

Over a four-day anti-scam enforcement operation conducted from 20 to 23 September 2021, the Singapore Police Force arrested a total of 71 individuals for their suspected involvement in perpetrating job scams.

The Police would like to caution job seekers to be wary of job advertisements that promise the convenience of working from home and being paid a high salary for relatively simple job responsibilities. Legitimate businesses will not require job seekers to utilise their own bank accounts to receive money on the businesses' behalf. These acts are common ruses used by scammers to lure individuals into carrying out illicit payment transfers on their behalf.

To avoid becoming involved in money laundering activities, members of the public should always reject requests to use their personal bank accounts to receive and transfer money for others.

#LetsFightScams



CHANNELNEWSASIA.COM  
71 arrested for suspected job scam offences; 29 others to be charged for money mule activities

262 36 Comments 72 Shares

- Kwee Joo Liew Kexon  
Well done. Spore SPF. Keep spore safe 🙏
- Alex Wu  
Nice, excellent good job spf 🙌🙌🙌🙌
- Raj Goswami  
Well done SPF 🙏🙏



Singapore Police Force  
September 23 · 🌐

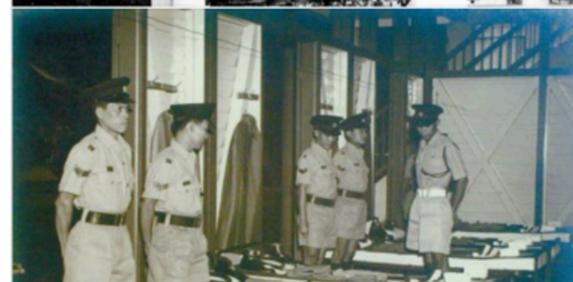
Police training used to be situated at Thomson Road until 2005, when it shifted to the Home Team Academy at Old Choa Chu Kang Road. Established in 1929 by the British, the compound at Thomson marked the first time that Singapore had an institution to train and professionalise its law enforcement officers. It was known initially as Police Depot (1929 -1945) and later the Police Training School (1945 - 1969) and Police Academy (1969 - 2005).

#SingaporePoliceHeritage #PoliceHeritageThursdays

If you enjoyed this post and want to learn more about SPF's history, we invite you to visit the "Frontier Town to Safest City" virtual tour at <https://www.police.gov.sg/.../SPF200-Virtual-Exhibition!>

Picture 1: The majestic arches that used to grace the entrance of the Old Police Academy, 1953. (Source: National Archives of Singapore, Courtesy of Ministry of Information and the Arts)

Picture 2: Bunk inspection at the Police Training School, circa. 1960s.



657 57 Comments 99 Shares

- Seng Tee Lim  
PTS, that's where I did Police National Service training in 1968 and later in 2000 return to Police Academy to do VSC training. Fond memories of old Thomson Road campus & the trainers plus drill instructors training us for NDP in 1969
- Sivarajan Ganesan  
My great memories of the place
- Zahini Abd  
Fond memories of the Police Academy at Old Thomson Road. Those who have been there will definitely know where is "Jalan Kesuahan". 🙏



# EXPANDING SIMULATION TRAINING CAPABILITIES AND EFFECTIVENESS

Seah Hwee Khan Singapore Police Force

The Home Team Simulation System (HTS2), developed by the Home Team Academy (HTA) in collaboration with the Home Team Departments (HTDs), is a first-of-its-kind training capability to exercise situational awareness, command and control, as well as strategic decision-making using simulated exercise scenarios. It is a system capable of running multi-level exercises involving multi-agency responses based on security and consequence management scenarios.

The new HTS2 Satellite Centre located at Tanglin Division is part of a pilot project to bring simulation training closer to police officers by allowing the SPF to conduct both independent small-scale simulation exercises and joint exercises with other agencies located at the Home Team Simulation Centre (HTSC) at the HTA. Following the success of the HTS2, the satellite centre was set up to meet the HTDs' demand for simulation training and in response to the positive feedback from users of the HTS2 at HTA.

Launched on 9 April 2021, the HTS2 Satellite Centre is the result of a partnership between the HTA, SPF and the Home Team Science and Technology Agency (HTX). With the satellite centre, more police officers will be able to benefit from simulation training that was previously only available at HTA's HTS2.

Other SPF units will now have access to the satellite centre to run various types of simulation exercises, including

The simulated command post at the HTS2 Satellite Centre at Tanglin Division



A view of the control room of the HTS2 Satellite Centre at Tanglin Division



during the exercise is gathered and from where directions are issued to the frontline officers. The on-scene pods are where first responder officers are stationed to react to the simulated scenarios. The various officers can view the simulation scenario and communicate through headsets.

One of the key benefits of simulation training is that officers will be able to experience being involved in complex scenarios such as bomb threats and hostage situations while doing so in a safe environment. Another key advantage is a scenario, such as a bomb threat in a shopping mall, can be simulated without physically involving the actual mall. A participant in a Command Post Exercise at the HTS2 Satellite Centre, SSSgt Li Ting Ting, said, "It provided me the opportunity to practise hands-on training on the system and boosted my confidence to handle future major incidents as a Command Post officer."

Command Post Exercises prior to major operations. While the HTS2 at HTA primarily focuses on large-scale security incident training, the HTS2 Satellite Centre extends simulation training to frontline officers in incident management, sense-making and decision-making, by placing them in realistic training simulations for public order and public security incidents.

The HTS2 Satellite Centre has three sections comprising the control room, command post and on-scene pods. The control room is where the exercise scenarios are controlled from, while the command post is where information

The HTS2 Satellite Centre also enables SPF to run joint exercises with other units and agencies located at HTA's HTSC. Such simulation training increases synergy and interoperability among the HTDs. Up to 40 commanders and officers from the various HTDs can undergo simulation training simultaneously at the satellite centre and at HTA.

With the success of the HTS2 Satellite Centre at Tanglin Division, more satellite centres may be developed to support simulation training for frontline and joint command post exercises in SPF and at other HTDs.

# Anti-Drink Drive Campaign 2021

## A Frontline View by the Traffic Police

Domnic Dass and SSS Yong Kang Public Affairs Department

The Anti-Drink Drive Campaign is an ongoing outreach effort by the Traffic Police (TP) and the Singapore Road Safety Council (SRSC) to educate and remind motorists against drink driving. In this issue of Police Life, three TP officers share with us a frontline view of how cases of drink-driving are handled.



**SENIOR STAFF SERGEANT (SSS) MOHAMAD BURHAN BIN SABTU**  
Patrol Officer  
Special Operation Team (SOT), TP



**STATION INSPECTOR (SI) ZUBAIDAH BINTE MOHAMEDARIFF**  
Person in Custody Supervisory Officer (PICSO), Traffic Police Charge Office, TP



**SI JACKSON MU WEI JUN**  
Senior Investigation Officer (SIO)  
Drink Driving Investigation Team, TP

Aside from conducting patrols, SSS Burhan is also frequently involved in operations to detect motorists who drink and drive. SSS Burhan shared that these operations usually involve setting up roadblocks at locations ranging from popular nightlife areas to neighbourhoods.

“During roadblock operations, we will stop oncoming vehicles and engage the drivers, which helps us to detect signs of drink-driving. If we do detect common tell-tale signs such as a strong smell of alcohol in the driver’s breath, flushed face or slurred speech, we will conduct a breathalyser test with the driver”, said SSS Burhan.

He explained that the driver would be required to blow continuously into the tube of a breathalyser machine, which is able to produce immediate results. Drivers who failed the test will be immediately taken into custody.

When a suspected drunk driver is arrested by TP officers and brought back to TP HQ, a PICSO such as SI Zubaidah will take over and conduct a brief health check of the suspect to assess and ensure that the person is fit to remain under police custody.

“Upon completing our assessment, we will ensure that a Breath Evidential Analyser (BEA) is administered on the suspect at the earliest possible time”, said SI Zubaidah. She explained that a BEA is a device that provides a reading of the level of alcohol through a person’s breath. “However, if the suspect is so drunk that he or she is incapable of providing a breath sample, we will then proceed to take a blood specimen from them through a registered medical practitioner”, said SI Zubaidah.

In case you are wondering, the prescribed legal limit is 35 micrograms of alcohol in 100 millilitres of breath or 80 milligrams of alcohol in 100 millilitres of blood. Failure to provide a breath sample is an offence under Section 69(5)(b) of the Road Traffic Act, Cap 276, and the law takes a severe view towards non-cooperative behaviours when suspects are asked to provide breath samples. Should the person fail the BEA, the suspect will remain in police custody for further investigation by an Investigation Officer (IO), till he or she is released on bail.

SI Mu’s primary role is to investigate drink-driving cases and oversee the prosecution process. When a suspect fails the BEA, the IO will take over to establish the facts of the case. “As an IO, we will try to find out what they had consumed, where they were drinking at and the quantity of alcohol that they had consumed”, explained SI Mu.

SI Mu stressed that drink-driving is a serious offence punishable under Section 67 of the Road Traffic Act and that offenders will be prosecuted in Court. He also explained that drink-driving offences are not compounded – in lieu of prosecution in Court. This means that drink-driving offenders must answer for their charges in Court rather than paying a fine for their drink-driving offence. “We will serve the offenders their charges after the interview, before releasing them on Court bail. The offenders will be given a Court date to report to the Court to answer the charges on the specified date”, shared SI Mu.

Drink driving is a serious offence as it not only endangers the driver, but also the lives of other road users, including pedestrians too. Road safety is a shared responsibility, and everyone has a part to play. Let us use our RoadSense to make Singapore roads safer for everyone!

### HELLO POLICE?



HOW NOT TO GET CAUGHT DRINK-DRIVING

Learn about why not drinking and driving is a shared responsibility, as explained in “Hello Police?”

Episode 2:  
How not to get caught drink-driving.

Scan the QR code:



**DRINK**  
**OR**  
**DRIVE**  
**YOU DECIDE**



**DON'T LEAVE IT TO CHANCE.  
DON'T DRINK AND DRIVE.**



+65 8578 XXXX

now

Want to earn easy commission? Just transfer and boost seller's sales!

**Fast easy money?**  
**Scam sign.** ⚠️ 😱

**Check the credibility  
of the job offer first.**

**SPOT THE SIGNS. STOP THE CRIMES.**



**SINGAPORE  
POLICE FORCE**  
SAFEGUARDING EVERY DAY



Giving Hope  
Improving Lives



A community message  
brought to you by:



# THE **Frontliners** OF THE POLICE OPERATIONS COMMAND CENTRE

 **Domnic Dass**

 **Muhammad Iffat Arfan Bin Mahmud**

In this issue of *Police Life*, we speak with two officers from the Police Operations Command Centre (POCC) about their work and experiences at the nerve centre of the Singapore Police Force (SPF). Let's hear from Ms Nur Hafizah Binte Kamal, an Emergency Communications Officer (ECO) and Station Inspector (SI) Seow Tuan Hong, a Senior Watch Officer (SWO).

## '999', what's your emergency?

ECO Hafizah has been with POCC since 2015. The civilian officer has had vast experience in frontline work before joining POCC, having previously been a Primary Screening Officer with the Immigration and Checkpoints Authority, as well as a Senior Service Executive at a bank. "I was constantly seeking out opportunities for professional growth. So, when I heard about this opportunity to work in POCC, I was inspired and excited to take on the challenge and experience working in the SPF operations centre", shared Hafizah.



Hafizah shared that "an ECO's *raison d'être* is to answer '999' calls and generate First Incident Reports (FIR) quickly and accurately". Being an ECO or '999' Operator brings multitasking to a whole new level as they have to do a variety of tasks concurrently. Such actions include thinking on their feet, listening meticulously to critical information, creating incident folders and most importantly, talking to and advising the person in distress on what to do. One small lapse in concentration or a lack of it could result in the difference between someone getting injured, or worse, putting their lives in danger. She explained that before an ECO can start taking '999' calls, they have to undergo a rigorous training regime by a Field Training Officer (FTO), whom they are attached to before taking over the hot seat. This is to ensure that ECOs are ready and prepared for the role. "The anxiety at the start is like no other. Having to make quick decisions in unpredictable situations and assisting members of the public in distress, without any face-to-face interactions, were some of the challenges that I never had in my previous jobs", added Hafizah.

## The calls that challenge you.

Hafizah stressed that the real challenge of being an ECO is the ability to swiftly assess the assistance that the caller requires and how to advise the caller accordingly. "This is crucial as what the ECO directs the caller to do next may significantly influence the outcome of the incident, and in some instances, be the difference between life and death", emphasised Hafizah.

On average, each ECO handles about 400 calls per day, which can be mentally and physically exhausting. Apart from crime-related calls, the ECOs also receive calls relating to traffic accidents, domestic disputes, as well as non-emergency related matters such as noise complaints and COVID-19 related issues in recent times. Hafizah shared that such non-emergency related calls could hinder those who are in more pressing need of Police assistance as the ECOs have to engage every caller. Some callers could even become abusive, and it is essential for the ECOs to maintain their composure

and emotions. "When this happens, we fall back on our training to maintain professionalism. It is important in our line of work to keep calm during difficult situations, and we must always be professional as we represent the SPF.", explained Hafizah.

## A person in distress who 'misdialled'.

Hafizah recalled an incident in early 2018 involving a distraught-sounding female caller telling her, "Mummy, I can't go back home." Hafizah then asked if the caller knew she had dialled the Police emergency line. When the caller replied 'yes', Hafizah realised that the caller was actually trying to seek police assistance discreetly. By carefully asking questions so as not to appear that the caller was speaking to the Police, Hafizah eventually found out that the caller was unwillingly detained. After obtaining the caller's location, she quickly despatched police responders to render assistance while remaining on the call until police officers reached the caller. Owing to her quick thinking, the caller was unharmed and brought to safety.

## Where do First Information Reports (FIRs) go to?

After serving his full-time National Service with SPF, SI Seow joined the Force in 2003 upon completing his studies and was with the Central Division before being posted to the Divisional Operations Room (DOR) in 2014. With the co-location of all the seven land division DORs onto a single watch floor in POCC in 2018, SI Seow has been covering the roles of Watch Officer (WO) and Senior Watch Officer (SWO) ever since. "POCC is the nerve centre for all police operations. WOs and SWOs in POCC are responsible for incident management (e.g. despatch of ground resources to assist '999' callers) after the creation of FIRs by the ECOs. Additionally, we also triage information received through the 'I-witness' and 'SGSecure' mobile applications." shared SI Seow.

## The incident managers behind the scenes

"The WOs have immense responsibilities as they are responsible for managing all FIRs and deciding how police resources can be effectively optimised," explained SI Seow. He further added that the WOs are also involved in the timely maintenance of all records of incidents on the ground while at the same time looking out for anomalies or links to other ongoing cases. "Our main priority during an ongoing incident is to help create a situational picture of what is happening on the ground, provide the updated situation picture to responding officers in advance so that they can manage, contain and de-escalate the situation, where necessary", SI Seow highlighted.



## The critical ticking of the clock.

SI Seow revealed that one main challenge for WOs is when multiple high-priority incidents are received through the emergency line at around the same time. When such situations occur, WOs have to act quickly to triage information, monitor the situations closely and be ready to provide assistance to officers on the ground who are already engaged in urgent or sensitive cases. "With the help of Police Cameras (PolCams), we can better sense-make the situation and quickly despatch additional resources to assist our officers if necessary", shared SI Seow, exemplifying the importance of PolCams in POCC's daily work.

## A distressed caller with a knife.

When asked about his most memorable experience, SI Seow recalled a case that occurred in January this year, when an ECO received a Police SMS from a mentally disturbed caller claiming that he was armed with a knife and wanted to kill himself. POCC immediately despatched resources to the scene and found out that the caller had left his home. SI Seow proceeded to alert all available SPF resources, and with the help of PolCams, the POCC officers were able to quickly identify the caller and relayed the PolCam images to ground officers and public transport services. Through close coordination with TransCom and ground officers, the person was eventually located and taken into custody. "We felt a great sense of achievement for this case as it was a collective effort by different SPF units", shared SI Seow.

# PolCams

## PREVENTING, DETECTING AND DETECTING CRIME 24/7



Domnic Dass



Singapore Police Force

The Police Operations Command Centre (POCC) is the nerve centre of the Singapore Police Force (SPF), supporting its 24/7 frontline operations. Since the implementation of Police Cameras (PolCams) in April 2012, the POCC has enhanced its capabilities of monitoring and managing real-time incidents and improved the SPF's sense-making capabilities and situational awareness with the information gathered through the PolCams. In this issue of *Police Life*, we learn more about the capabilities of PolCam and how it helps the SPF prevent, deter and detect crime to keep Singapore safe and secure!



Photo of a PolCam in operation.

### Solved more than 5,000 cases in less than 10 years.

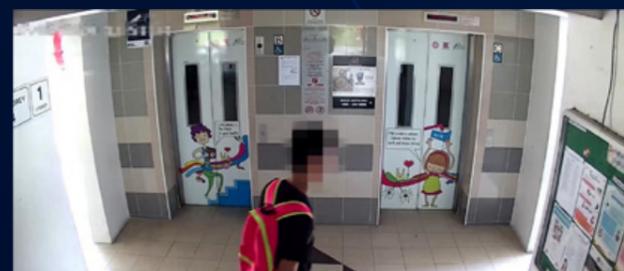
Today, PolCams are a common sight in public housing estates, multi-storey carparks, neighbourhood centres and town centres. With more than 90,000 PolCams deployed around Singapore to date, it has enhanced the safety and security of neighbourhoods and public spaces and has also proven to be an invaluable source of investigative leads. Since 2012, PolCams have aided the Police in solving more than 5,000 cases by enabling the Police to identify and track down the suspects involved, sometimes within hours of the reported crime.

### Aiding investigations through technology.

The PolCams' video analytics (VA) capabilities also helped officers to find matches using descriptors gleaned from victims' statements, which enabled officers to quickly sift through a large amount of PolCam footage to find

investigative leads. Before PolCams, IOs used to rely heavily on the statements of victims and witnesses to source for investigative leads. Owing to this technology, Bedok Division Investigation Officers (IO) Inspector (Insp) Zaidi Salim and Insp Tan Wan Ting shared that the PolCams have significantly increased police officers' capabilities in solving an array of cases. With technological advancements, PolCams today are capable of providing high-resolution images, which has significantly reduced the time taken for the Police to identify suspects, victims, and witnesses. Notwithstanding its effectiveness, the VA technology in PolCams is continuously undergoing refinement to enhance its search capabilities.

Exemplifying the operational advantage of PolCams, Insp Zaidi shared a case in which a robbery suspect was arrested on the same day when the police report was made. In March last year, the Police received a report at 2.10 pm of a man who had tried to rob a female victim along Bedok North Street 3. The suspect had fled empty-handed after the victim shouted for help. Based on the descriptions and modus operandi, preliminary investigations revealed that the man was suspected of being allegedly involved in other similar cases in the vicinity. Through the aid of footage from PolCams, officers from the Bedok Division established the man's identity and arrested him within the same day. The man was eventually convicted of attempted robbery and was sentenced to 18 months imprisonment.



PolCam image of the suspect leaving via a staircase at the incident location along Bedok North Street 3.

### Detering physical crimes.

Another critical area in which PolCams have proven to be invaluable is the deterrence of physical crimes such as unlicensed moneylending (UML) related harassment cases and theft cases. As PolCams are widely deployed at public housing estates and public carparks, statistics show that UML-related harassment cases involving damage to property and housebreaking cases in public housing estates declined by 67.9 per cent in 2020, as compared to 56.8 per cent in 2015. The data also pointed out that motor vehicle thefts and theft from motor vehicles at public carparks declined by 82.1 per cent in 2020, in contrast to 65.4 per cent in 2015.

### Locating vulnerable missing persons.

Apart from aiding officers to solve crime, Deputy Assistant Commissioner of Police (DAC) Kenneth Nge, Assistant Director, Operations System Division, Operations Department, shared that the capabilities of PolCams have proven to be an advantage in managing non-crime related incidents as well, such as locating missing persons. In April last year, the Police received a report at 10.50 pm about



Image from a PolCam showing the elderly woman who was spotted at an HDB block.

a missing elderly woman with dementia. Using PolCams, officers were able to obtain an image of the elderly woman in her last seen attire at the lift lobby based on the information provided. Within less than three hours from the initial police report, Police resources managed to locate her when she was spotted on the PolCams by POCC officers who were trawling through the cameras in the vicinity to trace her whereabouts.

### A powerful tool in managing law and order incidents.

The PolCams have also greatly enhanced the Police's sense-making capabilities and enabled the Police to be more responsive and proactive in managing law and order incidents. In March 2020, responding officers on the ground were able to swiftly arrest the culprits involved in a fight earlier upon their arrival at the scene with the help of POCC officers who were monitoring the incident in real-time through the PolCams. Despite the culprits' attempts to blend into the crowd, the responding officers were still able to identify and arrest them, owing to the information provided by the POCC officers.

Apart from enhancing the safety and security of neighbourhoods and public spaces, PolCams have proven to be highly effective in aiding the SPF in deterring and solving crimes. The SPF will continue to leverage technology and expand the coverage of PolCams island-wide to keep our communities and Singapore safe and secure!



Picture from PolCam, where POCC monitored live a case of a fight along Selegie Road in March 2020. Information was later provided to responding resources, which allowed the youths to be identified and arrested despite their attempts to blend into the crowd.

Check out our SPF social media to see how PolCams help the SPF in its mission to keep Singapore safe and secure!

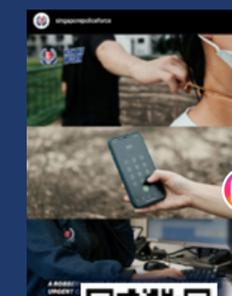


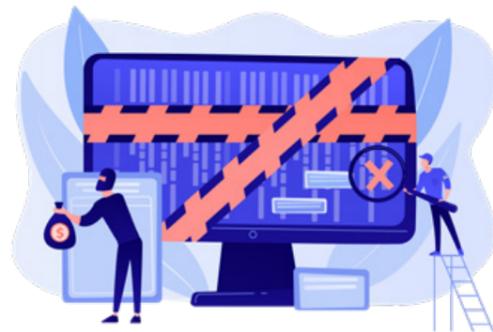


Photo by: Naveen Raj Kunaseelan

# A COLLABORATIVE APPROACH AGAINST SCAMS

✍️ Domnic Dass

📷 Singapore Police Force



The Anti-Scam Centre (ASC) was set up by the Singapore Police Force (SPF) under the Commercial Affairs Department (CAD) on 18 June 2019 to serve as the Police's nerve centre for investigating scam-related crimes. The ASC aims to disrupt and prevent scam operations so as to mitigate victims' monetary losses through the swift recovery of proceeds of crime, amongst others. In this Issue, *Police Life* shares more about how the ASC achieves their mission and the efforts taken against scams.

## Strategies to stop scams

Scam cases have been rising over the recent years, and the situation has worsened with the Covid-19 pandemic, with more people staying at home and engaging in online activities, which increased their risk of coming into contact with scammers. For the first half of 2021, scam cases increased by 16 per cent to 8,403 cases, from 7,247 cases in the same period last year.

To arrest the scam situation, ASC adopts six "I"s in their approach - Information-processing, Intervention, Investigations, Initiatives, Inculcation, and International Co-operation - to disrupt scammers' operations and mitigate victims' monetary losses. In the first year of ASC's operation, more than 8,600 reports were received, which led to the ASC successfully recovering more than S\$21.2 million and freezing more than 6,100 bank accounts. ASC highlighted that the freezing of bank accounts upon receiving a scam report is an effective method of intercepting the flow of victims' monies to the scammers and disrupting their operations.

Two years into its formation, the ASC has, through its various initiatives, recovered more than S\$127 million. One of such key initiatives involved collaborating with the seven land divisions to conduct bi-weekly joint operations, resulting in more than 9,000 scammers and money mules being called up for investigations in the past two years. ASC also worked closely with other SPF units, such as the Technology Crime Investigation Branch (TCIB) and

Unlicensed Moneylending Strike Force (UMSF), to report more than 20,000 WhatsApp accounts for scam-related activities since February 2020.

One of the common scam tactics used by scammers to initiate contact with potential scam victims is through Short Message Services (SMSes) or phone calls. To prevent such SMSes and phone calls from reaching mobile phone users, ASC was involved in the development of the ScamShield application with the National Crime Prevention Council (NCPC) and the Government Technology Agency (GovTech). The application was developed with Artificial Intelligence (AI) technology to identify and filter out scam messages through the identification of keywords in such messages. Since the launch of ScamShield in November 2020, there have been more than 210,000 user downloads, 1.8 million scam SMSes, and 11,900 suspected phone numbers successfully blocked as of 30 September 2021.

## Project FRONTIER

Since its formation, ASC has focused on building partnerships with banks and incorporating more external stakeholders into its initiatives against scams. Launched in May 2020, **Project FRONTIER**, which stands for **Funds Recovery Operations and Networks Team, Inspiring Effective Resolutions**, is one of the initiatives from such partnerships.

Project FRONTIER brings together banks, financial technology (Fintech) companies, telcos, online marketplaces and other agencies to disrupt scammers'

operations through the quick freezing of bank accounts and mitigating victims' losses. As of 1 August 2021, ASC has expanded its partnerships to 54 stakeholders comprising 14 banks, 15 fintech companies, 13 card payment providers, four local telecommunication companies, five E-commerce marketplace platforms, the Association of Banks in Singapore (ABS) as well as international counterparts such as the Hong Kong Police Force Anti-Deception Coordination Centre and INTERPOL.

The teamwork between ASC and its partners had helped the ASC process 11,000 scam-related reports and froze more than 9,000 bank accounts in 2020. These actions translated to a recovery rate of 35 per cent, which was worth S\$57.6 million in criminal proceeds, far higher than the previous recovery rate before Project FRONTIER. In fact, the effectiveness of Project FRONTIER was so significant that between January and June 2021, ASC had already recovered close to S\$66 million, which was more than the amount recovered in the whole of 2020 (S\$57.6 million).



Source: The Straits Times © SPH Media Limited. Reprinted with permission.

## Job scams that turn you into a money mule

Together with the banks' cooperation, ASC has been able to identify and terminate pre-identified devices used by suspected mules or victims, thereby disrupting scammers from using these devices to perpetuate their crimes. Further, ASC also conducted investigations against

individuals who are suspected of having sold or rented out their bank accounts or SingPass credentials to criminal syndicates. Over a four-day operation in September 2021, ASC cooperated with officers from the land divisions and other SPF specialist staff units to round up 133 individuals for their suspected involvement in perpetrating job scams, where 71 individuals were arrested, and 29 individuals were charged for money mule activities as well as cheating and money-laundering offences.

## Project COMBAT

According to the NCPC, more than S\$6.5 million were lost to job scams in just the first half of 2021. To tackle job scams, the ASC formed **Project COMBAT (Centralised Operational Messaging Bot, Addressing Threats)** on 17 July 2021. Through sense-making and collaborations with intel units, land division units and internal Anti-Scam Division units, ASC was able to detect several potential victims and immediately alerted them of the danger of falling prey to job scams. ASC then took a further step by using an



Image of an SMS sent to a potential scam victim through RPA.

in-house Robotic Process Automation (RPA) bot to send mass SMS advisories to a targeted pool of scam victims, freeing up more time and resources to take on other more important tasks. As a result, several reports were made after Project COMBAT's introduction. ASC shared that just between the short period of mid-May 2021 till early October 2021, they had successfully conducted more than 1,900 interventions.

## Our part in the fight against scams!

The ASC will continue to enhance its capabilities through leveraging technology and building more partnerships in its fight against scams. While the ASC remains steadfast in its mission, all of us can play a part too in this fight against scams. So, here are ASC's three key tips to encourage scam-smart behaviour:

- 1 Do not become a money mule by relinquishing your bank accounts or engaging in money transfer activities to assist scammers.
- 2 Do inform platforms and authorities promptly when you encounter scam messages and attempted scams.
- 3 Fighting scams is a community effort. We need a discerning public and a whole-of-community effort to fight scams. Help spread anti-scam messages and build awareness!

## Let's fight Scams!

Scan the QR codes below to learn about scams or play an active part against scam SMSes and calls by installing ScamShield (only for iOS devices)!



# Enhancing Our Crime-fighting Capabilities At Sea

✍️ Domnic Dass

📷 Singapore Police Force

Police Coast Guard (PCG) officers are skilled in seamanship, boat handling, communications, radar and weaponry. They safeguard Singapore's territorial waters even in the roughest sea conditions. To ensure that the PCG is always ready to take on evolving challenges in safeguarding one of the world's busiest shipping hubs, *Police Life* takes a look at PCG's Tactical Boat Handling and Firing Simulator (TBHFS) and how it helps to sharpen its operational capabilities!

Commissioned last year, the TBHFS, which was developed collaboratively with the Home Team Science and Technology Agency (HTX), helps PCG officers in tactical boat handling in unpredictable operational terrains at sea.

## As close as it gets.

Besides being a highly realistic simulation of a vessel travelling at speeds exceeding 50 knots, the TBHFS is also fully customised to simulate the operational terrains that PCG officers face in their daily work. The TBHFS has four customised simulators that resemble PCG's high-speed Patrol Interdiction Boats and high-speed Patrol Interceptor boats (2nd Generation PK boats), ensuring familiarity and realism for the officers undergoing training.



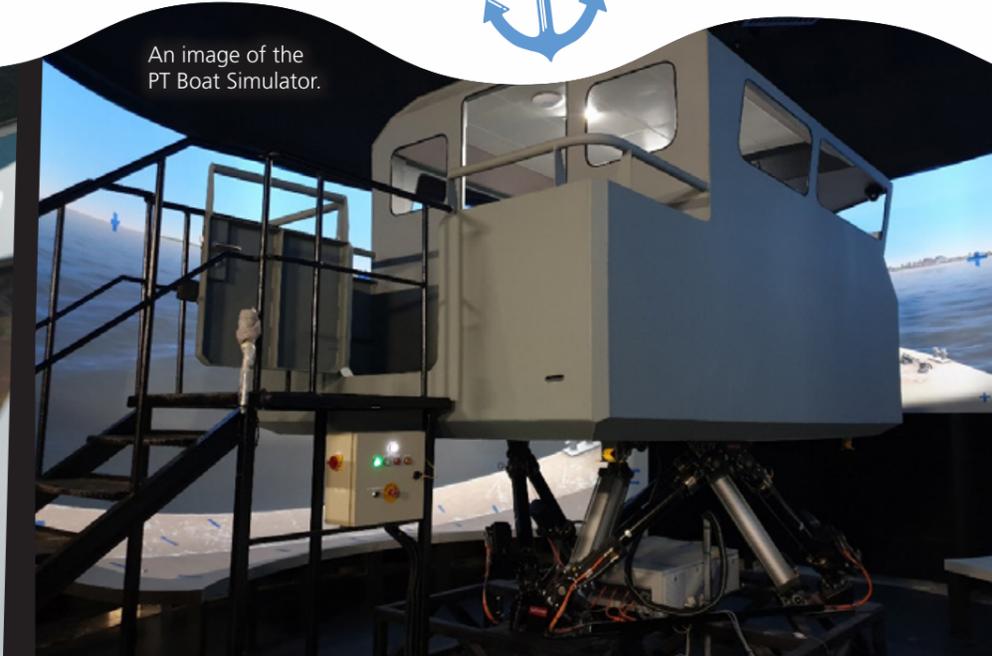
Assistant Superintendent of Police (ASP) Yusrinal Bin Nasir, Training and Development Officer, TBHFS, PCG



An image of the PK Boat Simulator.



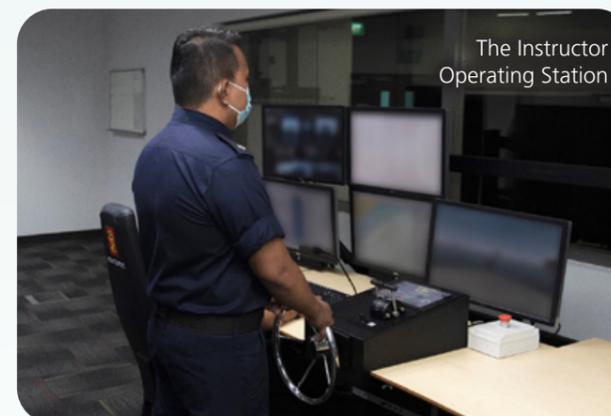
PCG officers undergoing training inside the TBHFS.



An image of the PT Boat Simulator.

## Eyes that speak the truth.

One of the most advanced features of the TBHFS is the 'Eye Tracker', which detects the eye movement of the trainees and analyses their visual focus during stressful scenarios, such as high-speed pursuits. This feature enables the trainers to monitor the trainees closely and provide targeted feedback where necessary. Such targeted feedback helps trainees improve and ensures that they are equipped with the necessary confidence and competence to face high-stress situations when out at sea.



The Instructor Operating Station

## Command and control.

An 'Instructor Operating Station' on the TBHFS enables trainers to control the target boat during the training scenario for training realism and provides the trainers with the ability to control and vary various training scenarios, conditions and environment. The station also gives trainers an overview of the training session via the 'Eye Tracker' and Closed-Circuit Television (CCTV).

The TBHFS also comes with a briefing and debriefing facility that allows the trainers to replay and review the complete training session with the trainees following each and every different training scenario.



The briefing and debriefing facility

## A myriad of simulated scenarios.

With the ability to simulate different scenarios, conditions, and operational terrains, the TBHFS helps PCG officers hone their watch-keeping, navigation, berthing and maritime interdiction skills in a safe environment before their actual sea phase training.

ASP Yusrinal explained that the TBHFS allows PCG officers to practise precision boat handling skills and high-speed manoeuvres in a controlled environment, such as the clipping of a target boat. "Our trainers can also use the 'Eye Tracker' to study the trainees' visual attention and understand their decision-making processes while they are undergoing the training with the TBHFS", said ASP Yusrinal. ASP Yusrinal further highlighted that a critical function of the TBHFS is its firing simulator, which allows PCG officers to practise firing at simulated target boats, which is not possible during sea phase training.

"Most importantly, the TBHFS allows training in a safe and controlled environment", shared ASP Yusrinal, pointing out that the simulator is able to simulate the hours of darkness even though the training is being conducted during the day.



# WHAT'S IN MY NEIGHBOURHOOD?

 Saiful Imran

 Muhammad Iffat Arfan Bin Mahmud



In this issue of *Police Life* (PL), we speak with Sergeant (Sgt) B. Kaarthika from Choa Chu Kang Neighbourhood Police Centre (NPC) to learn more about her role as a Community Policing Unit (CPU) officer and how her work helps the community stay safe and secure. In addition, find out how CPU's crime prevention efforts have evolved amidst the ongoing COVID-19 pandemic.

**PL: Describe your job as a Community Policing Unit (CPU) officer.**

**Sgt Kaarthika:** As CPU officers, we connect the Singapore Police Force (SPF) with the community to build a good rapport with relevant community stakeholders in order to strengthen our partnership to fight crime. We also conduct foot and bicycle patrols to project police presence to deter and detect crime. Prior to the COVID-19 pandemic, we used to conduct house visits to engage and share crime prevention advisories with the residents to raise their awareness on the latest crime trends and how to avoid becoming a victim.

**PL: Which aspects of a CPU officer keeps you going?**

**Sgt Kaarthika:** I like to interact with people, and I have always felt that every SPF officer can contribute to our mission to prevent, deter and detect crime in each and our own way. As a CPU officer, I get to engage and work closely with the community and build relationships with people. It is always a very warm feeling when we receive a greeting, a smile, or a nod from people in the neighbourhood that we patrol.

**PL: How has the COVID-19 pandemic impacted your work?**

**Sgt Kaarthika:** The pandemic has indeed presented new challenges and transformed the way we work. Physical meetings that we used to have with schools and other stakeholders, as well as house visits, have to be suspended. Regardless of these challenges, we remained steadfast in our mission and continued with our crime prevention efforts by reaching out to the community through virtual means through online platforms.

**PL: Tell us more about the relationships you have built with the people living in your area of work.**

**Sgt Kaarthika:** Choa Chu Kang is not only my workplace but also my home. As I tend to frequent certain food stalls, some of the food stall owners are so familiar with me that I do not even have to tell them my order when I patronise their stalls!

**PL: What is your most memorable work-related incident as a CPU officer?**

**Sgt Kaarthika:** There was an incident when a resident complained about people drinking at a void deck of an HDB block. My supervisor and I then worked closely with the Town Council to follow up on the incident. The resident was happy with the prompt actions taken to resolve the issue, and it was heartening for me to be able to do something for a resident living there.

**PL: Are there any interesting places in the area under Choa Chu Kang NPC?**

**Sgt Kaarthika:** There are several large-scale plant nurseries and farms in Choa Chu Kang. In cosmopolitan Singapore, this is probably one of the rare areas where you can enjoy the lush greenery and still get to see real farms.

**PL: Are there any food gems in your area that you would recommend?**

**Sgt Kaarthika:** For vegetarian food lovers, there are several vegetarian food options in Choa Chua Kang. My two favourite stalls are the Tanaka Vegetarian stall located at Block 252 Choa Chu Kang Ave 2 and the Red Apple Vegetarian stall at Block 16 Teck Whye Lane. Do check them out when you are around the area!

## Crime Files: Loanshark Harassment

 Edwin Lim

 Singapore Police Force

In this edition of Crime Files, we explore the tactics used by Unlicensed Moneylenders (UML) to harass their debtors. Read on to find out how officers of the Crime Strike Force (CSF) from various land divisions and the Criminal Investigation Department (CID) worked together to bring the perpetrator to justice!

### Hello Police?

In the early evening of 28 May 2019, the Police received a call for assistance. The caller reported that unlicensed moneylenders or “loansharks” had locked the gate to their apartment with a bicycle lock. Unfortunately, the caller did not catch sight of the culprit. The police officers who arrived at the scene discovered a bicycle lock coiled around the gate with a note attached to it. On the note, scrawled in bold black ink, was a threatening message that stated – “*This is just a warning. Next will be your sister place, Fire & Lock! Give you one day to contact ...*”.

### Working Together to Join The Dots

Officers from the CID’s Unlicensed Moneylending Strike Force (UMSF) sprang into action and commenced investigations into the incident. From their investigations, the officers discovered that a spate of UML harassment cases were reported island-wide around the period when the first report was received.



Images from CID showing the damage done to victims' homes.

Preliminary investigations revealed that the *modus operandi* of the harassment was similar. The harasser would coil a bicycle lock around the victim’s gate and leave a note with threatening messages behind. The CID officers analysed the writing on the notes and the brand of bicycle locks used, which suggested that the perpetrator was likely to be the same person. UMSF also received numerous reports of ignition keyholes on motorcycles being vandalised with an unknown substance, which prevented the owners from using their vehicles. Similar notes were also found on the motorcycles.

Suspecting that it could be the work of a serial harasser, the CID officers tapped on the CSF investigation network in an attempt to hone in on the suspect. Information on the case was broadcasted to CSF officers at the various land divisions. The breakthrough came when officers from Toa Payoh Neighbourhood Police Centre (NPC) CSF informed the CID officers that a male suspect wearing a food delivery company attire, was spotted by police cameras around the same period as when the cases of harassment were reported.

### The Big Reveal

With the information on hand, the CID officers approached the food delivery company to source for more possible leads on the suspect. The officers’ efforts paid off when they positively identified the 35-year-old male suspect.

The CID officers proceeded to plan a joint operation with the CSF officers to ambush and apprehend the suspect at his residence. On 31 May 2019, when he was spotted returning home, the officers moved in swiftly and detained him. UML harassment paraphernalia was found and seized in his possession.

During the interview, the suspect admitted to the investigators that he was behind the island-wide harassment acts. He told investigators that he had approached unlicensed moneylenders sometime in early 2018 as he needed cash for his daily expenses and his wedding expenditure. Unable to make the repayments on time, he then sought other UMLs for new loans to repay his existing loans. By the time of his arrest, the suspect’s debts had snowballed to about \$30,000 with debts from more than 10 unlicensed moneylenders.

Sometime in May 2019, he was coerced by the UMLs into carrying out harassment acts against other debtors. He was paid for each of the harassment acts committed, and he used most of the money to try and clear his debts. Apart from locking up gates at debtors’ residences, he was also coerced into vandalising motorcycles by using super glue to seal the ignition holes of the vehicles. Investigations revealed that some of the owners of the vandalised motorcycles had actually not taken any loans from UMLs.

### The Charges

The suspect faced a total of close to 20 charges of loanshark harassment committed between 25 May 2019 and 28 May 2019. He was also charged with providing two of his bank accounts to an unlicensed moneylender to carry out unlicensed money lending activities.

On 20 February 2020, the suspect, Clifford Lim Mao Tian was found guilty of all charges in Court and was sentenced to 26 months’ imprisonment, nine strokes of the cane and a fine of \$30,000.

Officers from CID and CSF from the various land divisions had worked closely together to conduct extensive investigations to ascertain the identity of the perpetrator and successfully brought the perpetrator to justice, all within four days of the first reported crime!

# SNEAK PEEK OF THE POLICE HERITAGE TRAIL

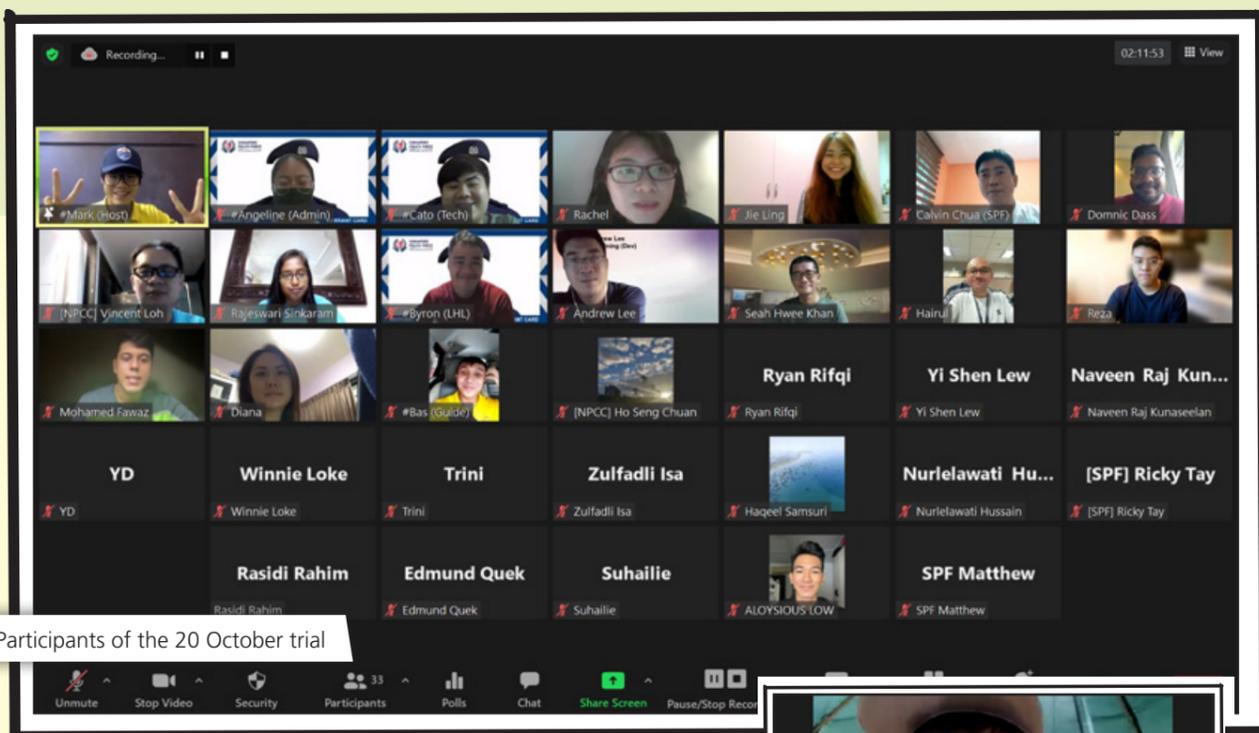
(Live Virtual Tour)

Rachel Ng Singapore Police Force

The Police Heritage Trail marks the Singapore Police Force's (SPF's) contributions in policing this city-state, from its infancy to its rise to prominence as a highly developed nation. Starting from the first Police Office by the Singapore River, to key police establishments located in the civic district of Singapore, the trail reflects the developments in policing since the 1800s. *Police Life* and SPF officers participated in the trial run of the tour on 20 October 2021 to take a sneak peek of what to expect from the live virtual tour.

## Start of the Tour

A total of around 30 participants logged into Zoom at 10:30am to catch the trial run of the tour. The tour was organised by an appointed tour operator for this series of live tours, which will take place in October, November and December 2021, and January 2022. We were introduced to our studio host, Mark Tan (Mark) and our onsite guide who was live-streaming the tour from the ground, Basirun Bin Mansor (Bas), who enthusiastically welcomed the participants.



Participants of the 20 October trial

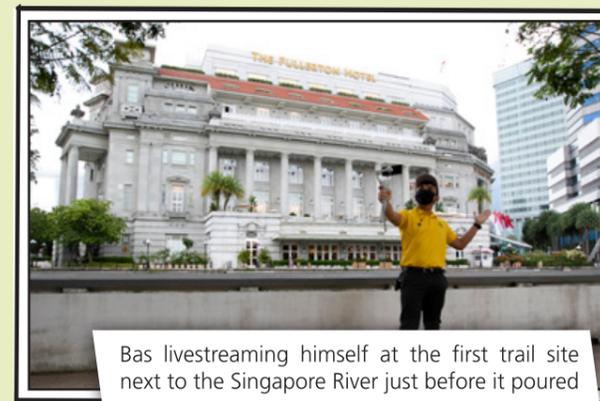
Bas' first location was at the mouth of the Singapore River, near the Police Heritage Trail Marker. Just as we were about to begin our tour, it started to rain heavily. Nevertheless, the show went on as Bas braved the weather to show us the sites along the Police Heritage Trail.



Our effervescent guide, Bas, braved the rainy weather to show us the sites on the trail

## First Police Office

Bas shared that the first Police Office was located near the banks of the Singapore River, and it was built shortly after the Police Force was established in May 1820. The significance of its location was that it was around the river, which was where the first migrants and merchants in Singapore settled and where the settlement thrived. To provide security to the new settlement, a Police Force was established in 1820, with an office near the riverbanks.



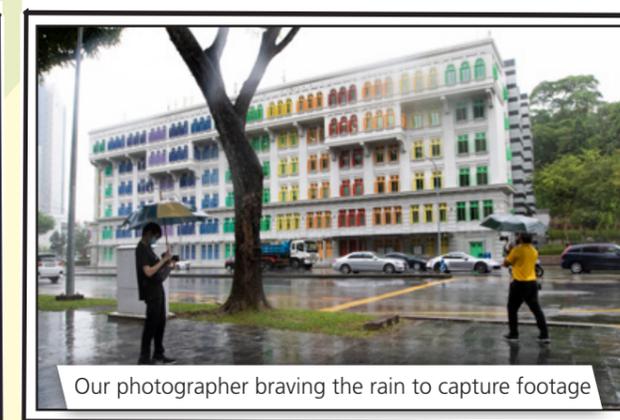
Bas livestreaming himself at the first trail site next to the Singapore River just before it poured

## Old Hill Street Police Station

Later in the tour, we were brought to the Old Hill Street Police Station, which was built in 1934 to establish a strong police presence in the city centre. Bas shared that in the 1920s, the surrounding area around the Singapore River had become so crime-infested that Singapore was known as "The Chicago of the East." With the construction of the police station, officers were able to be quickly deployed to attend to incidents in nearby Chinatown, which was crime-ridden.



Bas at the Old Hill Street Police Station of the tour

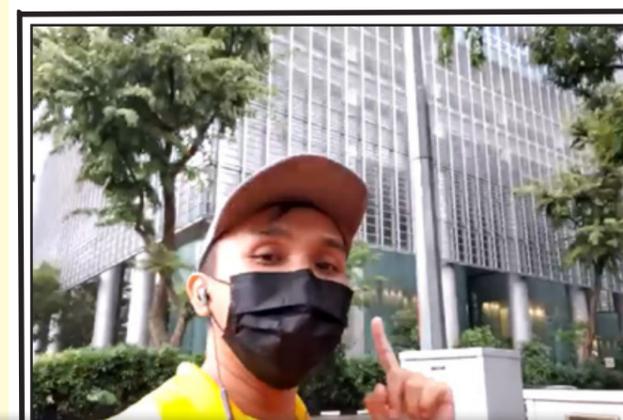


Our photographer braving the rain to capture footage

Old Hill Street Police Station was unique as it also housed a barracks for officers and their family members. However, it was not the only barracks built in those times. Over at Pearl's Hill, the Lower and Upper Barracks were constructed in 1934 to house the Sikh Contingent and increase police presence in town. The barracks were repurposed as government and Police offices after the Second World War. Interestingly, there used to be a Combined Operations Room (COR) next to the Upper Barracks, which served as a nerve centre for the Police and Military to hold joint operations during a major crisis. During peacetime, the Police's Radio Division operated the COR and handled all '999' emergency calls.

## Central Police Station

The next site on the trail was the former Central Police Station. It was in the heart of what was known as "Greater Town" – South of the Singapore River and taking in Boat Quay, Chinatown, and Tanjong Pagar. It stood at this site from 1849



Bas showing us the location of the former Central Police Station

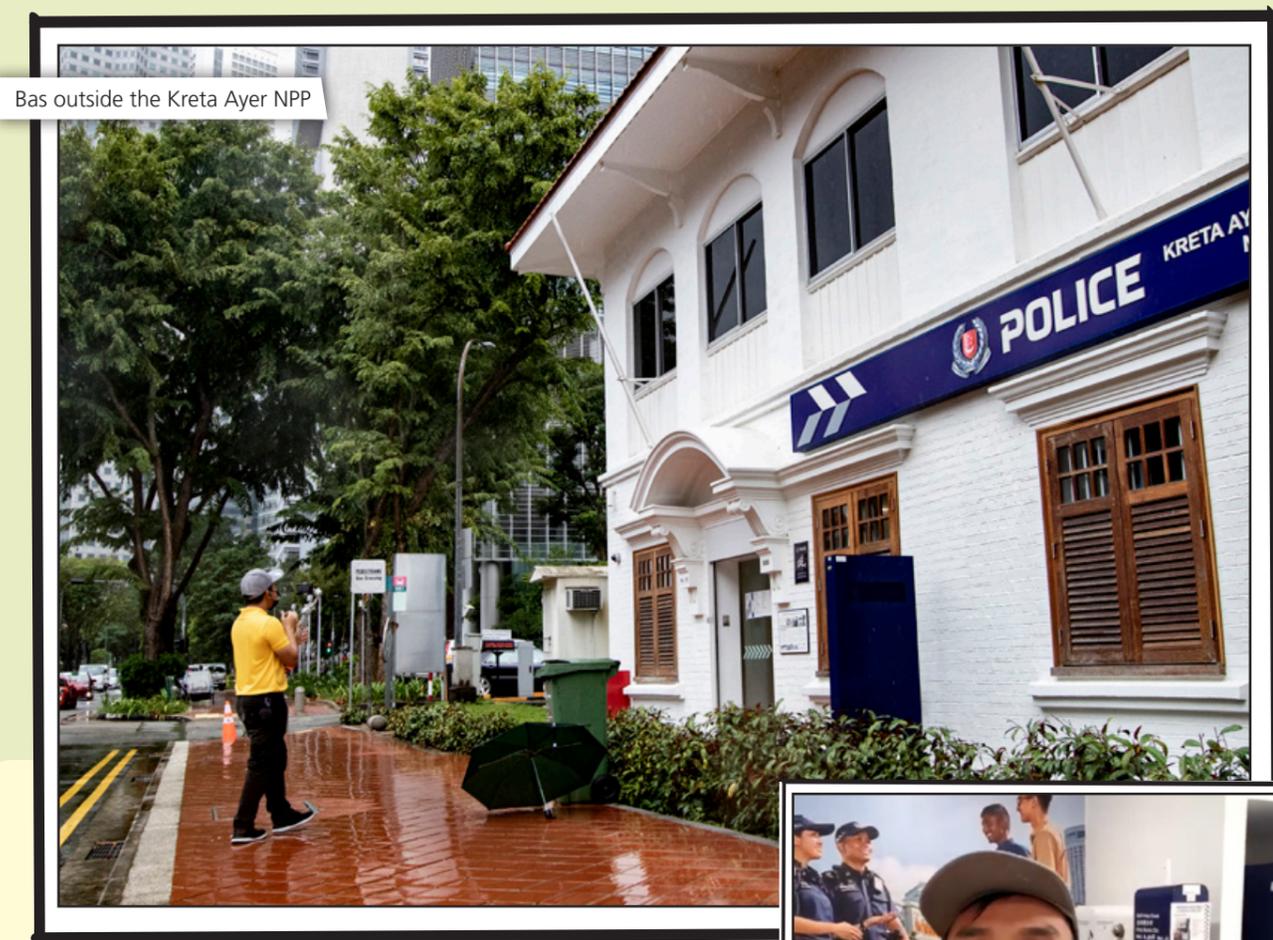


What the Central Police Station used to look like

until the late 1970s and housed both the Central Division HQ (which today is located at Police Cantonment Complex) and the Police Headquarters (which today is located at New Phoenix Park). The street certainly looked different in the past!

**Kreta Ayer Neighbourhood Police Post**

Our final stop for the live virtual tour was at the Kreta Ayer Neighbourhood Police Post (NPP), which was the one and only Police Station serving the Central Business District through the 1990s. It was originally built as a post office within the compound of the Police Courts in 1908. In 1990, the building was converted into the 76th NPP in Singapore. Today, it is an automated e-NPP, which also houses a permanent exhibition on the Police Heritage Trail and the evolution of the area around the NPP.



Bas outside the Kreta Ayer NPP



The interior of Kreta Ayer NPP today

For more information on the Police Heritage Trail, you may visit our exhibition at Kreta Ayer NPP or scan our Roots.sg QR code.



<https://go.gov.sg/police-heritage-trail>

**End of Tour**

At various stages during the tour, Mark, our studio host, introduced a series of quiz questions in which participants provided their answers online. For the upcoming tours, participants who provided the correct answers to our quiz questions and picked them at the end of the tour's lucky draw will win attractive prizes. Scan the QR code on the next page to visit Eventbrite to book your tickets for our upcoming tours on:

(i) 27 Nov. '21 (Sat), 10:30am | (ii) 18 December 2021 (Sat), 10:30am | (iii) 2 January 2022 (Sun), 10:30am

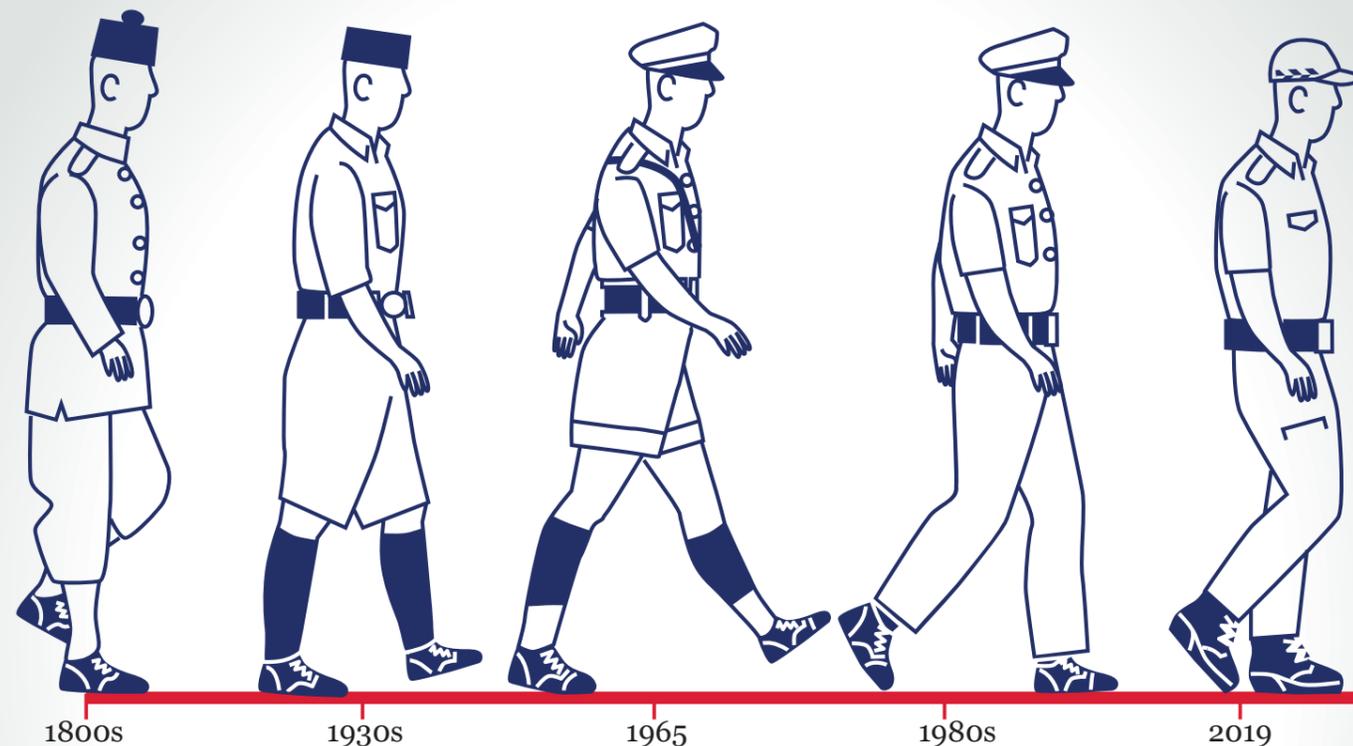
# POLICE

## HERITAGE TRAIL

- Live Virtual Tour -



**SINGAPORE POLICE FORCE**  
SAFEGUARDING EVERY DAY



The Police Heritage Trail marks the SPF's contributions in policing this city-state, from its infancy to its rise to prominence as a highly developed nation. Starting from the first Police Office by the Singapore River, to key police establishments located in the civic district of Singapore, the trail reflects the developments in policing since the 1800s.



Catch a livestream of the trail from the comfort of your homes! Participate in online quizzes during the tour and stand to win attractive prizes. This tour is free of charge and suitable for all ages.



**Scan this QR code to book your tickets now.**

<https://go.gov.sg/live-police-heritage-trail>

# Capturing Moments, Frame by Frame

✍️ Domnic Dass 📷 Naveen Raj Kunaseelan

You may have seen various videos and photos of the Singapore Police Force's (SPF) officers in action on SPF's social media channels such as SPF's Instagram (IG) and even on the online *Police Life* (PL) magazine. Meet Naveen Raj Kunaseelan (Naveen), one of the key members behind many such creations and take a closer look through his viewfinder as *Police Life* hears from him about his love for photography.

**PL: Tell us more about yourself and how you came to work with SPF.**

**Naveen:** When I was a Full-time Police National Serviceman (PNSF), I shared my photography passion and portfolios with my Company Commanders and Field Instructors. Through their assistance, I was offered an opportunity to join the Public Affairs Department (PAD) when they were recruiting officers for their Media Production & Liaison Unit. I have since completed my National Service and am currently working full-time with PAD's New Media Division as a Photography Team Leader and content creator.

**PL: When did you start getting interested in photography?**

**Naveen:** Growing up, I always had a strong passion for art. Over the years, after dabbling in different types of art forms, it was photography that captured my full passion. Through photography, I have had the opportunity to meet new people from different cultures and see new places. I love being able to capture and tell the stories of different cultures and places through my photography.

**PL: How has working with SPF helped you in your photography passion?**

**Naveen:** Working for the SPF challenges me to step out of my comfort zone as I must figure out how to work around various operational boundaries to produce the photos that present the SPF's professionalism in the best way possible. This is very meaningful to me as what I do contributes and upholds the trust that the SPF has built with the Singapore community. I thoroughly enjoy the challenge as it helps me to enhance not only my technical skills but also allows me to mature deeper as a photography artist.

**PL: How do you choose your photography subjects?**

**Naveen:** I always begin with sketches as it helps me to visualise my ideas quickly, and I can assess if it conveys the right message and portrays the SPF brand. The sketches also help me to share my concepts clearly with other team members before we arrange for the photoshoot sessions.

**PL: How are you equipped for your work?**

**Naveen:** I am currently using a Canon 1DXM2 as my main camera, along with a variety of Canon lenses and Adobe software for editing. They are versatile and performs well for deployments that involve indoor or outdoor shoots.

**PL: Among all the photos you have taken, which are your favourites?**

**Naveen:** All the photographs that I have taken are significant to me in different ways. Below are two of my favourite shots from work and my personal portfolio.



Photo taken at the National Day Parade 2021 for SPF publication.



Photo taken by Naveen in New York in 2019 when he was a freelancer before his National Service.

**PL: Do you know that you have a following on SPF social media? What do you have to say to your fans?**

**Naveen:** Yes, I am aware there are followers who enjoy and support the photos that I have taken. I would like to say thank you for your support and interest in my photographs! Each time I read them, it motivates me to do even better, and I always look forward to sharing my next piece of work with you guys!

