



ICA

Securing Our Borders,
Safeguarding Our Home

SECURING OUR BORDERS SAFEGUARDING OUR HOME

ANNUAL REPORT 2019

Scale model of New ICA Integrated Services Centre



OUR VISION

Secure Borders, Safe Singapore

OUR MISSION

We secure our borders and uphold our laws on immigration and national registration

OUR VALUES

Integrity, Commitment and Accountability

OUR PLEDGE

We, as ICA officers, pledge to uphold our values of integrity, commitment and accountability.

We pledge to ensure secure checkpoint clearance; and effective administration of our laws on immigration and registration.

We pledge as part of the Home Team to make Singapore a safe and secure best home.

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COMMISSIONER'S FOREWORD



As Guardians of Our Borders, what we do is not just protecting a line on the map. It is about taking charge when there is a problem, making a difference and constantly looking for improvements.



Securing our borders to safeguard Singapore is a continuous journey that ICA has to embark on and do well every day. It is in this context, in 2019, we revised ICA's vision to "Secure Borders, Safe Singapore". The continuous and evolving challenges – rising volume of travellers and cargos, manpower constraints, heightened security threats and now the 2019 Novel Coronavirus (COVID-19) – means we can never say we have arrived. We have to constantly work hard, be vigilant and innovate to make this vision a reality.

I would like to start this foreword by paying tribute to all ICA officers, whether they are at the frontline or staff units supporting the frontliners, for working tirelessly, going beyond the call of duty to fulfil the mission entrusted upon us in this still on-going fight against the COVID-19 pandemic.

FACING CHALLENGES TOGETHER

When Singapore was first alerted to the developing COVID-19 virus overseas, ICA quickly put up its first wall of defence against this unseen enemy in early January. Exercise Sparrowhawk, an annual exercise that we took part in May 2019 as part of the Whole-of-Government response to a possible pandemic outbreak, was swiftly put into action early this year. The checkpoints set up temperature screenings and stringent border control measures were introduced progressively over the next few months. ICA also tightened our immigration policies on the entry of foreigners.

Our frontline officers stepped up to implement the fast-evolving stringent border control measures. But the

checkpoints were not the only ones battling the crisis. The services centres at ICA headquarters were also involved. Travellers who were stranded in Singapore due to flight cancellations or lockdowns in their home countries, swamped the Visitor Services Centre to extend their stay in Singapore. Staff from other services centres chipped in to manage the crowds, answer enquiries and attend to anxious customers.

Unseen to the public, ICA officers in the staff units were also working long hours to support an avalanche of requests for data from other agencies, so that as a government, we have up-to-date data to develop effective policies to deal with the evolving crisis effectively and quickly. Our officers from the Intelligence and Enforcement Divisions had to also quickly put in place a regime to support the administration and enforcement of the Stay-Home Notice (SHN). In fact, ICA is one of the very few border control agencies in the world that also took on the task of monitoring and enforcing inland, the quarantine of travellers entering the country. The Corporate Services Division procured well-being items as well as hand sanitizers for every service and immigration counters and stepped up the frequency of cleaning and sanitation at the counters and work places to ensure travellers, customers and staff were protected against the COVID-19. Colleagues from the Corporate Communications & Service Division provided timely updates on the border control measures and services centres operations at the ICA Building so that the public would be updated on the latest information.

I am immensely proud of all my officers for the very good work they have done so far and more so when some even chose to volunteer with the Ministry of Manpower for

Forward Assurance Support Team (FAST) operations at foreign worker dormitories and with National Environment Agency as Safe Distancing Ambassadors.

All ICA officers have stood up resolutely in the face of an unexpected and very difficult challenge like the COVID-19. As Guardians of Our Borders, what we do is not just protecting a line on the map. It is about taking charge when there is a problem, making a difference and constantly looking for improvements.

LOOKING BACK AT 2019

In 2019, ICA cleared over 217 million travellers and 10.6 million consignments, containers and parcels. This is about five million more travellers and 300,000 more cargos cleared compared to 2018. These figures are also the highest for the past five years. The number of Singapore passports, birth and death certificates, immigration passes and permits issued by our Services Centres have similarly increased, from 1.33 million in 2018 to 1.43 million in 2019.

The workload and challenges we faced at the checkpoints and services centres have evolved with the COVID-19 pandemic. ICA will need to maintain operational excellence on the ground in the face of the COVID-19 pandemic crisis, and continue to keep our eyes on and implement our transformation plans to develop capabilities for tomorrow. Achieving all these will not be possible without the commitment, dedication and professionalism of all ICA officers.

To step up on our transformation plans, ICA has embarked on a number of initiatives, some of which began in 2019.

They are:

- i. The contactless immigration clearance trial for Singapore citizens at Tuas Checkpoint and Changi Airport Terminal 4, which leverages iris and facial images for clearance instead of the thumbprint and passport.
- ii. The development of a beta version of the SG Arrival Card e-service and the Advance Passenger Screening (APS) system to prepare for the eventual cessation of the hardcopy embarkation/disembarkation cards used by foreign travellers.
- iii. The migration of all e-Services to the Government Commercial Cloud which will enable ICA to be more responsive to changing demands for our immigration and national registration services.

Beyond transforming the way we operate at the checkpoints and services centres, transforming our people and their skillsets are equally important. To give every officer a clearer sense of purpose in our job, ICA launched a new Vision and Mission on 10 May 2019 during its Workplan Seminar. A Leadership Competency Framework was introduced to support this so that leaders at all levels in ICA understand what it means to lead in ICA. These will be followed up with a suite of training plans that will be progressively rolled out in 2020 to reskill and upskill our officers so that they will be able to confidently contribute to ICA's Vision and Mission in keeping Singapore safe and secure.

SECURE BORDERS, SAFE SINGAPORE

The COVID-19 pandemic has accelerated the pace of our transformation, as we brought forward the implementation

of some initiatives to realise our capabilities on the ground to deal with the crisis. For example, the SG Arrival Card e-service which was still a beta-version in 2019 is now a full-fledged e-service on ICA website and also a mobile application. It was enhanced with the Ministry of Health's electronic Health Declaration Card and became a mandatory immigration and health requirement for all travellers entering Singapore with effect from 27 March 2020. All these were done within weeks, fully integrated with our border control system.

ICA will press ahead with our transformation plans to reinvent the way we work to bring about greater benefits and convenience to our customers, while remaining ever vigilant to secure our borders to keep Singapore safe. More travellers will be allowed to use automated gates that have been installed at all passenger clearance checkpoints. Bus and car drivers who travel alone can look forward to auto-clearance through immigration in the near future, using the Single Person Automated Clearance system. These initiatives will help to bring some relief to the congestions at the land checkpoints.

ICA has gone through the SARS crisis in 2003 as a newly-formed organisation. We had managed to overcome the challenges then to keep Singapore safe. I am confident that ICA officers, guided by our core values of Integrity, Commitment and Accountability, will again do so in the current crisis as we work towards our vision of "Secure Borders, Safe Singapore". We will emerge stronger from this crisis.

Marvin Sim
Commissioner, ICA

LEADERSHIP GROUP

COMMISSIONER/DEPUTY COMMISSIONERS



SIM WAI MENG MARVIN
Commissioner, ICA



HSU SIN YUN
Deputy Commissioner Operations



CHEN CHIAN CORA
Deputy Commissioner Policy & Transformation



ONG CHOON BENG
Deputy Commissioner Corporate Development & Administration

LEADERSHIP GROUP

OPERATIONS



NAM LIANG CHIA
Director Operations



WONG HONG MENG
Director Intelligence



THEODORE TAN
Director Enforcement



SNG GEK LIAN JULIA
Domain Commander (Air)



CHUA TUAN MENG
Domain Commander (Land)



CHUA SZE HOW
Domain Commander (Sea)



LEADERSHIP GROUP

OPERATIONS



KOO WENG YEW ALAN
Commander Airport



NG CHIN KOK DANNY
Commander Ports



CHIA HOI MUN
Commander Coastal



TAN NGAK LENG COLIN
Commander Woodlands



MARAN S/O V K SUBRAHMANIYAN
Commander Air Cargo



JACKSON TAN
Commander Tuas



CHUA POH KEYONG ERIC
Senior Deputy Director Enforcement



MOHD FARHAD BIN MOHD SHARIFF
Senior Deputy Director Intelligence

LEADERSHIP GROUP

POLICY & TRANSFORMATION



CHUA TIAN LYE DOMINIC
Director Policy, International Relations & Legislation



WONG-LIM PHEOK KHOON KELLY
Director Planning & Review



SIEW CHUI LIN
Director Visitor Services



WONG KUM PECK @ ANGIE WONG
Director Permanent Resident Services



CHUI WAI CHENG
Director Citizen Services



LEADERSHIP GROUP

CORPORATE DEVELOPMENT & ADMINISTRATION



PRAVINA JIT
Director Manpower



TAN SOR HOON
Director IC Programme Management Centre & Forward Deployed



YONG KOI HIN
Director Corporate Services



CHUA YENG ENG
Director Information Management



CHIA HUI KENG
Director Corporate Communications



SOO SUN HON ERNEST
Commander Training



NG KOA HENG
Deputy Director Ops-Tech

All designations are correct as at 1 March 2020.

ICA TRANSFORMATION JOURNEY IN 2019

PEOPLE



ICA Brand Refresh



ICA Leadership Development Framework



Command & Control Simulation Training System



Civilian Supervisory Programme



SERVICES CENTRES



New ICA Integrated Services Centre



Waiver of passport fees for newborns

CHECKPOINTS



Contactless Immigration Clearance using iris and facial biometrics



SG Arrival Card (mobile apps & website)



Advance Passenger Screening (APS) System



Robotic Process Automation in ICA Finance

REVITALISING THE ICA BRAND



Since 2011, ICA has embarked on a transformation journey for its checkpoints, services centres and people to meet the challenges of the future. As part of the transformation efforts, ICA Corporate Communications Division took on a project to revitalise the ICA Brand.

The journey started in 2018 with a review of the ICA's crest, vision and mission. On 10 May 2019, Minister for Home Affairs, Mr K. Shanmugam launched the refreshed ICA crest, vision and mission at the ICA Workplan Seminar. These refreshed elements reflect upcoming initiatives that would transform our operations and delivery of our services. The new vision and mission also provide ICA officers with a sharper focus as they carry out their duties and prepare ICA for the future.

New vision and mission

The new vision and mission highlighting ICA's twin functions of border security and identification are:

Vision

Secure Borders, Safe Singapore

Mission

We secure our borders and uphold our laws on immigration and national registration

The new ICA crest

The new crest preserves its heritage by retaining design elements from the previous crest. At the same time, it has been modernised to symbolise the organisation stepping into the future, equipped with enhanced capabilities to keep Singapore safe and secure.



Developing the Visual Identity System

Following the finalisation of ICA's vision, mission and crest as well as brand tagline – "Securing Our Borders, Safeguarding Our Home", ICA is in the midst of developing a Visual Identity System (VIS) – a set of brand designs, visuals and guidelines. The VIS will enable ICA to see greater visual consistency and prominence in showcasing ICA at various touchpoints, including uniforms, vehicles, corporate stationery. Application of the VIS on ICA's touchpoints and assets will be carried out progressively.

BUILDING EFFECTIVE LEADERS: THE ICA LEADERSHIP DEVELOPMENT FRAMEWORK

Effective leadership is vital for ICA's operational success and organisational excellence. ICA recognises the need for effective leaders at every level and in every position. The introduction of the ICA Leadership Competency Framework (ILCF) in early 2019 helped guide the identification of competencies required for leadership development in ICA. Beyond the ILCF, ICA Psychological Services also developed the ICA Leadership Development Framework (ILDF), intended to provide a structure for leadership development, and to integrate the various leadership development initiatives for effective leadership growth.

The ILDF showcases three fundamental principles that guide leadership development in ICA:

1. Every ICA officer and staff is recognised as a leader.
2. Leadership development is an organisational and personal responsibility.
3. Leaders develop more leaders, where the sharing of leadership lessons and grooming of officers begets more effective leaders.

These principles highlight that the responsibility of leadership development lies on three main stakeholders, namely: the individual to take charge of their own learning, the supervisor to groom other leaders, and the organisation to put in place initiatives to support leadership development. To support the stakeholders in their leadership development, there are four complementary areas.

The four components under the ILDF take reference from the competencies identified by the ILCF to ensure alignment of leadership learnings and continuity of leadership development. It is however not meant to be exhaustive but is intended to prescribe an approach to leadership development within ICA. Apart from providing an overview regarding the initiatives in place, this framework helps to ensure that leadership initiatives in ICA are well-balanced and important leadership development components are not neglected.

Effective leadership does not develop overnight and the work done on leadership development highlights ICA's commitment to developing the leadership capabilities of its officers. ICA will continue to invest in leadership development as part of its overall strategy to meet its operational needs of today and tomorrow.

HUMAN RESOURCE PROCESS

- Provide the background and structural support for leadership development
- Select, groom and reward organisationally desired leadership behaviours

TRAINING PROGRAMMES

- Build officers' leadership capabilities and impart the necessary leadership competencies required to fulfill the functional specialities of border security work

DEVELOPMENTAL PRACTICES

- Leverage ongoing operational context for continuous leadership learning
- Use on-the-job training and 360° feedback exercises for self-awareness of own leadership behaviours from 360° perspective

LEADERSHIP PROGRESSION

- Assess officers' readiness to take on higher supervisory responsibilities within the organisation

NEW ICA INTEGRATED SERVICES CENTRE

ICA is transforming its Services Centres with a vision to offer our customers a fuss-free experience and intuitive online services which can be accessible anytime, anywhere. As far as practicable, we strive to save them a trip to ICA and, if there is still a need for a visit to ICA, we strive to ensure that our customers' transactions can be completed swiftly.

To achieve this vision, ICA targets to go paperless by 2020 with 100% online applications for 15 ICA e-Services. These e-Services will constitute a major part of public transactions with ICA. Only a small number of people may still require physical interviews with our officers. By 2023, a new Integrated Services Centre adjacent to the current ICA Building will be ready for operation. The new centre will transform the current three Services Centres into a single entity

where the operations will be function-based, rather than product-based. Customers applying for more than one product will no longer need to repeatedly submit their information for each application, thus creating a more seamless and fuss-free process.

The Integrated Services Centre will also be equipped with a document handling system that automates the movement, storage and delivery of documents from production to issuance at the self-service kiosks. ICA will also provide information on the crowd situation at the Integrated Services Centre so that customers can avoid the peak periods and minimise the time spent waiting at the new centre. Roving Service Ambassadors will also be available to provide on-site guidance and assistance to the customers during office hours.

Vision of New ICA Integrated Services Centre



No Fuss

Customers will experience fuss-free and intuitive online services which can be accessible anytime, anywhere.

No Visit

As far as practicable, we strive to save our customers a trip to ICA

No Waiting

Where there is still a need to visit ICA, we strive to ensure that transactions can be completed swiftly

ENVISAGED OPERATION OF INTEGRATED ICA SERVICES CENTRE



CONTACTLESS IMMIGRATION CLEARANCE TRIAL USING IRIS AND FACIAL BIOMETRICS



Trial at Tuas Checkpoint

Between April and October 2019, ICA conducted a contactless clearance trial at Tuas Checkpoint, where arriving Singapore Citizens were able to clear through the automated immigration lanes at the Arrival Bus Hall using facial and iris biometrics without the need to present their passports or thumbprints. More than 22,500 Singaporean travellers holding K-series passports issued after 1 January 2018 participated in the trial at Tuas Checkpoint and about 90 percent of these travellers were able to self-clear immigration smoothly without any difficulties.

For the remaining 10 percent of travellers who encountered some issues, one key factor was unfamiliarity with the process of iris/facial scanning, leading to unsuccessful attempts to capture quality iris/facial images for verification.

Travellers passing through Singapore's checkpoints may already be familiar with ICA's enhanced Immigration Automated Clearance System (eIACS) that uses thumbprint biometrics for self-clearance. To push the boundaries of traditional immigration clearance further, ICA's New Clearance Concept (NCC) Office had, in 2019, conducted trials on contactless, "breeze-through" immigration self-clearance for Singapore Citizens.



Trial at Changi Airport Terminal 4

With the results and feedback gathered from the trial at Tuas Checkpoint, the NCC team extended the trial to Changi Airport Terminal 4 Arrival Hall from 25 November 2019 with an enhanced user interface. In the second trial, ICA would compare the feasibility, efficiency and accuracy of clearing travellers via two contactless immigration clearance flows. The learning points gained from these trials would enable ICA to finetune the system further as we work towards 100 percent contactless clearance for all eligible travellers from 2022.



HIGHLIGHTS

OPENING OF A NEW PASSENGER TERMINAL BUILDING AT SELETAR AIRPORT



▲
Exterior view of the new Passenger Terminal Building at Seletar Airport



▲
Automated immigration clearance lanes at Seletar Airport

▲
Immigration clearance hall at Seletar Airport

On 21 April 2019, a new passenger terminal at Seletar Airport welcomed its first commercial flight when Firefly flight FY3126 from Subang, Malaysia landed. The aircraft was greeted with a water cannon salute to commemorate the occasion.

The two-storey new Passenger Terminal Building (SAPTB), which includes a Business Aviation Centre (BAC), is equipped to handle 700,000 passengers a year and will receive all scheduled turboprop flights arriving in Singapore. The BAC will serve passengers travelling on chartered business flights and private jets.

The SAPTB incorporated ICA's new clearance concept and systems such as the Flexible Immigration Clearance System (FLEXI-I) counters. These immigration counters can be swiftly converted into automated lanes and vice versa. This allows ICA to flexibly deploy the counters' operational capabilities to cater to the varying composition of passenger profiles for each arriving flight. There are also dedicated automated lanes to facilitate faster immigration clearance for both Singaporeans and frequent travellers who have enrolled their biometrics with ICA.

The BAC, which houses a separate drop-off area, dedicated check-in and lounge area, uses bi-directional clearance capabilities in its immigration hall. The counters, which can toggle between arrival and departure clearance within the same floor space, help to increase the operational efficiency of the centre.

With the opening of the New Passenger Terminal Building at Seletar Airport, ICA was once again able to implement its new clearance concept and realise its goal of providing a seamless, secure and efficient immigration clearance experience for all travellers without compromising security.

GAZETTING OF ONE DEGREE FIFTEEN AND RAFFLES MARINA AS AUTHORISED PLACES OF ENTRY AND DEPARTURE



▲
Officers on board vessel performing immigration and security clearance at Raffles Marina

In 2012, the Immigration Act (IA) was amended to introduce new provisions to specify a place to be an immigration control post, a landing place or an authorised place of entry for Separate and Exclusive Immigration Clearance for a particular person or class of persons. The amendments also granted ICA the necessary powers to ensure that authorised immigration areas in private establishments, such as marinas, meet the necessary security and immigration requirements at all times.

On 15 June and 1 November 2019 respectively, One Degree Fifteen (ODF) and Raffles Marina (RM) were gazetted as Authorized Places of Entry and Departure with Separate and Exclusive Immigration Clearance under the IA. To meet the security requirements, physical gates and fencing were installed, and Auxiliary Police Officers were deployed.

In the past, ICA Clearance Team officers carried out immigration clearance for yachts and pleasure crafts at designated anchorages out at sea. They faced difficulties anchoring their boats close to the vessels, especially during inclement weather conditions where there are strong winds and choppy waves. Now, with land-based clearance at the gazetted

marinas, these checks can be done safely and securely. It also helps to ease vessel traffic at the busy anchorages, especially during peak periods. The response from the boating community has been encouraging, with about 100 pleasure crafts/yachts cleared at ODF and RM in 2019.



▲
Opening Ceremony of the Customs, Immigration and Quarantine Facility at One Degree Fifteen on 2 August 2019 by Guest-of-Honour, Senior Parliamentary Secretary of MHA and MND, Ms Sun Xue Ling.

TRIALS FOR NON-RESIDENT FOREIGN PASSENGERS TO USE AUTOMATED CLEARANCE LANES AT CRUISE TERMINALS

As Singapore's cruise industry gains traction, more cruise ships are now calling at Singapore Cruise Centre (SCC) and Marina Bay Cruise Centre Singapore (MBCCS). To enhance travelling experience for the cruise passengers, ICA started to conduct trials for foreign cruise passengers to clear immigration through the automated lanes when they return to Singapore from their cruise trips.

The trial allows non-resident foreigners who first arrived in Singapore by air, ferry, or through the land checkpoints to join cruise ships at SCC or MBCCS and would subsequently return to Singapore via the same cruise. To be eligible to use the automated lanes, foreign cruise passengers would also need to submit their particulars via SG Arrival Card, an electronic disembarkation/embarkation card, prior to their return trip on the cruise. With this trial, foreign cruise passengers can expect a seamless immigration experience, while ICA officers can be re-deployed to perform more security-focused tasks.

Coastal Command had been conducting the trials with Genting Cruise Lines (GCL) since September 2019. The results were encouraging with arrival clearance time for the cruise ship reduced by 20% from two-and-a-half hours to two hours. The trial was expanded to include cruise ships from Royal Caribbean Cruises in November 2019.



▲ Foreign cruise passengers using the automated lanes for arrival clearance

LAUNCH OF DIGITALPORT@SG



▲
Acting Domain Commander (ICC Sea), AC Danny Ng (extreme right), at the official launch of DigitalPORT@SG with DPM Mr Heng Swee Keat (centre) and SMS Mr Lam Pin Min (third from left) and the Senior Management from MPA and NEA

DigitalPORT@SG, previously known as Maritime Single Window, is a web-based online system jointly developed by the Maritime and Port Authority of Singapore, National Environment Agency and ICA. A one-stop clearance portal for all vessel-related transactions, the system enables shipping agents to submit arrival/departure applications and declarations of the vessels and crew information to the authorities under a single platform, instead of through multiple systems managed by different authorities.

Deputy Prime Minister Mr Heng Swee Keat launched DigitalPort@SG on 30 October 2019 at the Global Maritime Forum Annual Summit held at the Flower Dome, Gardens by the Bay. Acting Domain Commander (ICC Sea), Assistant Commissioner Danny Ng, represented ICA to attend the official launch event.

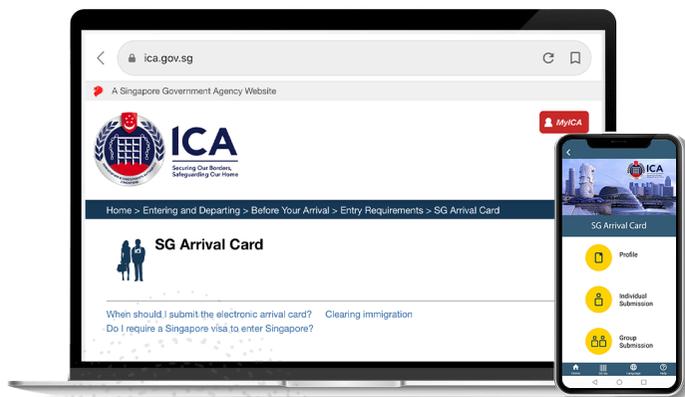
ICA was a key member of the multi-agency project team and had contributed in the design and conceptualisation of the DigitalPORT@SG project. ICA was involved in every stage of the development from requirements gathering, user acceptance testing and training for the shipping agents.

ICA's Crew Clearance System, an e-Service for shipping agents to submit crew and passenger manifests for all arrival and departure vessel types, will gradually be replaced by DigitalPORT@SG. The new system will enable shipping agents to submit arrival and departure clearance for commercial cargo vessels, oil tankers, pleasure crafts and yachts. Under phase two of the project, ICA will include the submission of e-manifests for passenger ferries, Out of Port Limit (OPL) vessels and passenger cruise liners, thereby eliminating the need for manual uploading of manifests into our clearance system.

DigitalPORT@SG was rolled out progressively from December 2019 and is expected to achieve savings of 100,000 man-hours per year for the industry.

SG ARRIVAL CARD

The implementation of SG Arrival Card is part of ICA's effort to enhance the immigration clearance experience for foreign visitors and is a significant step towards our vision of paperless immigration clearance. Instead of filling out a paper disembarkation/embarkation card upon arrival, travellers can now submit their personal information and trip details through the SG Arrival Card e-Service on ICA website or mobile application before their arrival in Singapore.



The trial for the SG Arrival Card first started in October 2018 where officers approached travellers who did not fill in a paper card to offer the option of filling in the SG Arrival Card. Most participants welcomed the electronic service and some of their feedback and suggestions were taken in to finetune the application. On 14 August 2019, ICA extended the trial with the release of a beta version of the SG Arrival Card e-Service on ICA website and mobile application. In this trial, foreign visitors travelling to Singapore with selected transport operators could submit the electronic arrival card up to 14 days prior to their arrival. Those who use the mobile application version could also scan their passport biodata page to fill in their personal particulars and save the information for subsequent travels to Singapore. This trial was progressively extended to all foreign visitors travelling to Singapore by 15 October 2019.

The SG Arrival Card became a full e-Service, available on ICA website and as a mobile application, on 27 March 2020. It was also integrated with the Ministry of Health's electronic Health Declaration Card, and became a mandatory immigration and health requirement for all travellers entering Singapore during the 2019 Novel Coronavirus (COVID-19) outbreak in 2020.

DO YOU KNOW? SG Arrival Card is an ICA e-Service facilitating the electronic submission of arrival information by foreign visitors. From 14 Aug 2019, selected groups of foreign visitors can submit their arrival information through a beta version of the SG Arrival Card mobile app or online at the ICA website, <https://eservices.ica.gov.sg/sgarrivalcard>.

USING SG ARRIVAL CARD

Before Arriving In Singapore... Foreign visitors can submit their personal information and trip details through the ICA website or via a mobile app before arriving in Singapore.

Upon Arrival In Singapore... They will only need to produce their passports for immigration clearance*.

*Other entry requirements e.g. a passport that is valid for at least six months, visa if applicable etc. still apply.

KEY FEATURES OF THE SG ARRIVAL CARD

- Multiple-language options will be rolled out progressively from end of 2019
- Convenient group submission for family/small groups travelling together
- Auto-replication of selected data
- Easy update to previously submitted information if it is valid and has not been used for clearance

RECAP

Since Oct 2018: **Onsite trial at ICA checkpoints** to:

- Gather Feedback
- Fine-Tune the e-Service and Processes
- Enhance Officers' Familiarity with the Clearance Process

* Chang Airport, Woodlands and Tuas Checkpoints, Singapore Cruise Centre, Chang Ferry Terminal, Chang Point Ferry Terminal and Tanah Merah Ferry Terminal.

ONSITE TRIAL FINDINGS

ICA officers cleared **more than 32,000** travellers using SG Arrival Card e-Service from Oct 2018 to Jun 2019.

Travellers' User Experience Ratings:

- Clarity of Instructions: ★★★★★ (5 Stars - Extremely Satisfied)
- Ease of Use: ★★★★★ (5 Stars - Very Easy)
- Satisfaction: ★★★★★ (5 Stars - Very Easy)

Very convenient and hassle-free
The layout of the site/app is good
User friendly
Easy to navigate

WHAT'S NEXT?

TIMELINE:

- PAST
- OCT 2018: Onsite Trial at Checkpoints
- 14 AUG 2019: Trial with Selected Transport Operators
- END 2019: Launch of SG Arrival Card
- 2021: Cessation of paper-based DE Cards

*Onshore/Inland/Embarkation

TRIAL OF SG ARRIVAL CARD (BETA) FROM 14 AUG 2019:

- ICA is working with selected transport operators to extend the beta version of the electronic arrival card to their customers.
 - Airline** – AirAsia, Jetstar Asia, Cathay Pacific and Singapore Airlines
 - Coach** – Transler Travel
 - Ferry** – BatamFast Ferry, Bintan Resort Ferries, Horizon Fast Ferry, Majestic Fast Ferry
- All other visitors including those travelling by rail, cars, motorcycles and lorries at the land checkpoints, work pass applicants and cruise passengers are advised to continue to use the paper-based DE card.

BENEFITS TO ICA OFFICERS

- Streamlines immigration clearance process - only scan passports!
- Officers no longer have to read illegible handwriting or incomplete information on paper-based DE card.

ADVANCE PASSENGER SCREENING SYSTEM

Since October 2019, airlines have been submitting advance information of passengers and crew for flights arriving at or departing from Singapore to ICA. This helps ICA in early identification of persons of interest through advance risk assessment. Similar programmes have been implemented in other countries to combat terrorism and transnational crimes.

As at March 2020, more than 75% of all airlines were onboard the Advance Passenger Screening (APS) system. Through the application of data analytics, the APS system enables our officers to better assess a traveller's entry eligibility, perform data-mining and risk analysis of passengers prior to their arrival in Singapore, and perform records verification at the backend. As a result, this capability has increased the effectiveness and efficiency of ICA officers in keeping Singapore's borders safe and secure.

ABOUT ADVANCE PASSENGER SCREENING (APS)



Designed to obtain advance information of passengers and crew for flights arriving at, or departing from Singapore



Covers all inbound, outbound and transit flights from commercial, private charter, cargo and general aviation operators.



Data collection covers booking data, check-in data and flight manifest.



Empowered under section 23 and Section 23AA of the Immigration Act

CESSATION OF DEPARTURE IMMIGRATION ENDORSEMENT

From 22 April 2019, as part of ongoing efforts to streamline immigration procedures at the checkpoints and to facilitate more efficient departure immigration clearance for travellers, ICA has ceased to issue departure immigration endorsements, that is stamps of departure dates on travel documents, to all departing foreign travellers. With the cessation of departure immigration endorsements, foreign travellers now enjoy faster and hassle-free departure immigration clearance and save on their passport pages. ICA officers manning the counters at the checkpoints also benefit from a simpler departure clearance procedure to follow and one less immigration stamp to carry with them.

DEPARTURE STAMPS - A THING OF THE PAST



WHAT DOES IT MEAN TO YOU?

Faster and hassle-free departure immigration clearance



MAKING GRADUATION CEREMONY A FAMILY AFFAIR



The graduation ceremony for the ICA Basic Course is an important milestone for our newly recruited officers of Inspector and Sergeant ranks. It officially marks the successful completion of their Basic Course and the beginning of their career phase in ICA. Given its significance, Training Command revised the ceremony program to instil a greater sense of pride and to reinforce the ICA identity in our officers.

On 25 June 2019, 21 new Sergeants were the first batch to go through the revised ceremony at the ICA Building. Their family members were invited to honour and celebrate the officers' successful completion of the Basic Course. To ICA, the family members of our officers are important, as they lend emotional support to our officers, helping them stay strong and focused on their duty of keeping Singapore safe and secure.

"My family members' presence had made the graduation ceremony much more meaningful for me as we celebrated my career milestone together," said Sergeant Nurhayati Binte Ashah of Woodlands Command.

The highlight of the ceremony was when the family members were invited on stage to affix the rank epaulettes on the graduating officers to signify

the officers' 'crossing over' from a trainee to a full-fledged ICA officer. As a commitment to the country and to ICA, the officers also led in the ICA pledge taking and singing of the National Anthem on stage.

The feedback from the graduating officers and their family members have been encouraging.

"To be able to see my wife standing on stage was a proud moment for our entire family. In addition, she was also conferred the Best Trainee for her cohort, which made the entire ceremony even more memorable for us!" said Sergeant Nurhayati's husband.

Sergeant Goh Ying Xuan of Woodlands Command remarked, "Due to my scope of duties, I was unable to reveal much to my family. Hence, I was grateful for the opportunity to invite them to my graduation ceremony, as it allowed them to have a better understanding of my responsibilities."

The parents of Inspector Nurlena Adzman of Woodlands Command said, "We were honoured to be able to play a part in the graduation ceremony of our child as she embarked on her next phase of career with ICA."



TRAINING IN A SAFE ENVIRONMENT



Assessment during a height element training where trainees are audited on their compliance with safety measures and proper donning of protective equipment.



Assessment during a First Responder Team training where trainees are audited on their response to a training scenario, including the proper use of protective equipment.

ICA Training Command maintains oversight of staff training safety and plays a key role to ensure that there is a safe and secure training environment for our officers.

In 2017, ICA's training safety management framework attained the internationally recognised Occupational Health and Safety Assessment Series (OHSAS) standards of "SS 506 Part 1:2009 - BS OHSAS 18001:2007". Since then, ICA has been successfully recertified under the standards annually.

ICA strives to ensure high training safety standards through a systematic and holistic approach. To do so, we maintain a structured and open system to identify and mitigate hazards and risks in our training activities. We have multiple channels for communication to propagate our training safety philosophy and provide clear guidelines to our leaders and officers, and external training service providers. We also establish comprehensive audit and performance management frameworks to ensure compliance and continual improvements to our safety requirements.



ASEAN-AUSTRALIAN ADVANCED DOCUMENT EXAMINATION WORKSHOP



▲ A course participant was presented with a Certificate of Participation at the closing ceremony by Commander (Training), Mr Ernest Soo and Regional Director, South East Asia, Australian Embassy Jakarta, Mr Chris Waters

ICA co-hosted the ASEAN-Australian Advanced Document Examination Workshop with the Department of Home Affairs (DHA), Australia from 11–15 November 2019. It was part of the 2019–2020 Programme of Work endorsed at the Directors-General of Immigration Departments and the Heads of Consular Affairs Divisions of the Ministries of Foreign Affairs (DGICM) and Australian Consultation held in Myanmar in August 2019. The workshop was attended by 22 officers from eight ASEAN member states.

At the opening ceremony, then-Deputy Commissioner (Corporate Development & Administration), Mr S. Vijakumar and Australia's Deputy High Commissioner, Ms Kate Duff spoke on the importance of training and cooperation within the region to prepare officers against the threat of transnational crimes.

Two experienced Document Examiners from DHA, Ms Rosalind Winters and Mr Paul Tobin, facilitated the training activities. The course participants were trained on the methods of sourcing for current information, the importance of structuring lesson plans, and methods of assessing learning outcomes. They were also invited to visit the Forensic Document Gallery at the ICA Building to learn more about fraudulent travel and identification documents, as well as the various security features of these documents.

On the final night of the course, the participants 'let their hair down' and enjoyed a sumptuous and light-hearted farewell dinner held at the Halia restaurant, amidst the lush greenery of the Botanic Gardens, Singapore's UNESCO World Heritage site.

The closing ceremony was graced by Commander (Training), Mr Ernest Soo and the Regional Director, South-East Asia and Australian Embassy Jakarta, Mr Chris Waters. It was heartening to learn that the participants had provided positive feedback of their learning experience from the workshop. They also expressed their appreciation of the wonderful opportunity to gain knowledge and further support the development of a community of best practices in document examination.



▲ Group photo of the participants at the farewell dinner at the Halia Restaurant at the Botanic Gardens

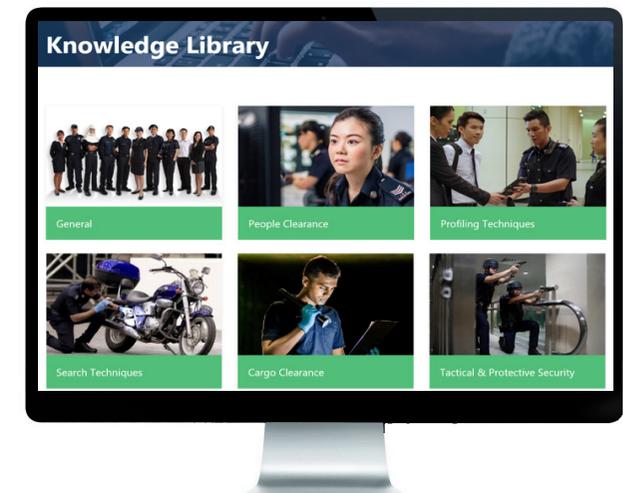
KNOWLEDGE LIBRARY — AN ONLINE LEARNING PLATFORM

Most ICA officers are deployed at various checkpoints around Singapore. Due to their shift duties and operational demands at the checkpoints, sending officers for training has always been a challenge to their supervisors. Nevertheless, training is important to keep our officers on top of their game so that they can contribute efficiently and effectively to the safety and security of Singapore.

On 2 September 2019, ICA Training Command launched its Knowledge Library to meet the diverse training and learning needs of ICA officers. This library, hosted on ICA's intranet, was developed with the aim to provide targeted, just-in-time training that ICA officers can immediately apply to their work. The Knowledge Library is in addition to the other e-learning platforms catering to the general civil service but provides learning modules unique to ICA officers' needs.

As learners learn best in smaller increments, the Knowledge Library comprises bite-sized videos and infographics developed in-house to engage learners and improve their knowledge retention on tradecraft related topics. By segmenting topics which are heavy in content and weaving them into a story through videos and infographics, such instructional method reduces cognitive overload and results in better learning experience.

Officers can better take charge of their own learning at the workplace now as the Knowledge Library is available on-demand and can be accessed easily from any workplace computer. They are enthusiastic about this new initiative and have given feedback that the Knowledge Library has provided them a more engaging learning experience. Officers also shared that the search function is useful in allowing them to conveniently find information, learn new things or refresh their knowledge. The days of sitting in a classroom for training is no longer the norm, with the advancement and easy availability of digital technology.



LAUNCH OF ICA COMMAND & CONTROL SIMULATION TRAINING SYSTEM



▲ *Ground Commanders and officers training in the setting of a Checkpoint Operations Room*



▲ *Officers reviewing a playback of their actions taken during a simulated security incident*

In March 2019, Woodlands Checkpoint launched a Command & Control (C2) Simulation Training System to enhance the abilities of the ground commanders and first responders to respond effectively to a major incident at the checkpoint.

This system trained officers in incident management skills via scenarios encompassing varying complexities, such as fires, hostage-taking and even suicide bombings. Unconstrained from operational and logistical needs to prepare and conduct drills in an actual operational zone in one of the world's busiest land crossing, officers from Woodlands Checkpoint could now be trained in a safe and controlled environment as often as they like.

The C2 Simulation Training System has three key components. The first component was the Command Operations Room module where the ground commanders were usually stationed to oversee the ground operations. The second component was the First Response Team terminals where first responders - Primary Screening Officers, Field Supervisors, and First Response Teams - report and respond to the development of incidents. The third and final component was an Instructor Operating System which enables the operator to oversee the entire training process. The C2 Simulation Training System adopts a detailed mapping of the checkpoint terrain and allows the insertion of various

security scenarios flexibly at selected locations and timings. This is to ensure that training is kept current and officers are trained based on the latest developments.

With the launch of the C2 Simulation Training System, training is now more accessible and convenient for frontline officers. Officers have more opportunities to reinforce their learning and hone their skills in incident response and management competencies. Structured post-training debrief are conducted where a playback of the session could be reviewed. Ground commanders can also test their concept of operations and repeat a scenario to better their actions. Officers are now more confident when approaching situations in real life because they can put to use the verbal commands and actions they learnt during training.

Assistant Commander (Ground Operations) Ms Au Mei Xian shared her experience with the simulation training: "We can also test our concept of operations and repeat the scenario to better our actions. This would be a safe and controlled environment."

With the initial success achieved by the C2 Simulation Training System, it would be further evaluated for consideration to extend the system to other checkpoints.

NEW ICA TEAM LEADER PREPARATORY COURSE



▲
Fireside chat with Commissioner Mr Marvin Sim

In June 2019, ICA Training Command rolled out its inaugural ICA Team Leader Preparatory Course that was specially designed to provide officers, who have been promoted to the rank of Inspector (INSP), with the necessary skill sets and relevant knowledge required of a Team Leader. This was followed by a second run in August.

Before the introduction of the Team Leader Preparatory Course, newly promoted Inspectors would undergo a five-month ICA Basic Course together with newly recruited Inspectors, many of whom are fresh university graduates. The rank and file Inspectors who had years of ground operational

experience had to sit through familiarisation modules that were more relevant to newly recruited officers.

With an objective to achieve better learning outcomes for these newly promoted Inspectors in a shorter period of time, Training Command gathered inputs and feedback from stakeholders across the work units and designed a dedicated 33-day Team Leader Preparatory Course. This revised course offers a range of tradecraft topics to deepen officers' understanding of the legislation and their roles in incident management. External trainers were engaged to guide them on performance management and presentation skills. Through activities such as role playing, group discussions, presentations and quizzes, the participants applied what they learnt and demonstrated their ability to be confident leaders on the ground.

The participants also had the opportunity to participate in fireside chats with Commissioner Mr Marvin Sim and Deputy Commissioner (Operations) Mr Hsu Sin Yun to glean insights into their leadership moments.

During the graduation ceremony, the participants presented their video montage to showcase their learning journey while the valedictorian shared key takeaways from the course. The participants were

appreciative of the opportunity to learn new skills and knowledge that would help them become good and effective leaders, as well as a chance to catch up with old friends and forge new bonds amongst the cohort that will stand them in good stead in future.

"The course used real life examples, interactive dialogues, presentation and role-playing to further enhance our understanding," said INSP Mazlie Jumaat of Woodlands Command.

"I am now ready to take on my new role and continue to do my part for ICA," said a very pleased INSP Ng Bee Wah.



▲
Participants in a group discussion during the course

CIVILIAN SUPERVISORY PROGRAMME



▲
Participants posing with their prototype



▲
Participants enjoying a light-hearted fireside chat with then-Senior Deputy Director (Permanent Resident Services Centre) Mr Yong Koi Hin

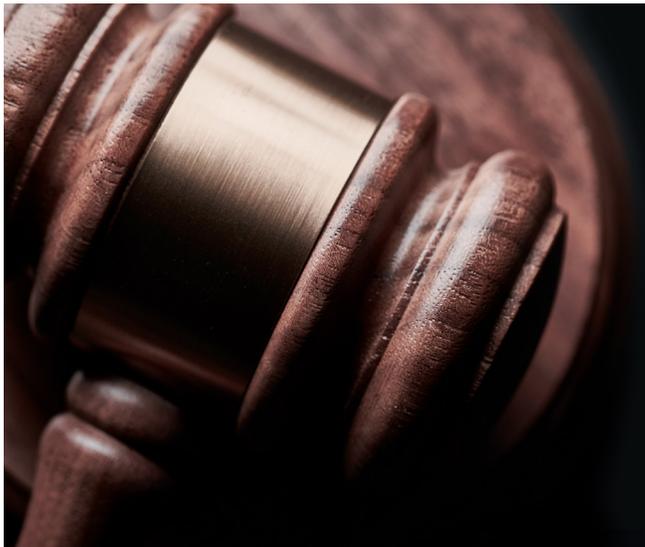
The new ICA Integrated Services Centre will be ready for operation by 2023. To prepare for the next generation of service centres which will transform the way ICA delivers its services, ICA Training Command had reviewed the Civilian Supervisory Programme with the aim to better equip our civilian officers with supervisory skill sets and competencies to perform new roles and duties at the services centres.

Two runs of the refreshed ICA Civilian Supervisory Programme were conducted in 2019. A total of 39 civilian officers from various work units attended the two-week programme. The refreshed programme focused on four key learning areas: tradecraft, next-generation skills, leadership and personal effectiveness. The participants were also taught two newly curated modules on “Legislation for Civilian Officers” and “ICA Civilian Leadership”. External trainers were engaged to sharpen the participants’ writing skills and to enhance customer service delivery. In addition, participants had the opportunity to attend a Design Thinking Workshop conducted by the National University of Singapore where they worked on innovation challenges related to their work in the services centres and built prototypes to bring their ideas to life.

During the programme, the participants also visited the Housing & Development Board and Inland Revenue Authority of Singapore to learn how other government agencies used design thinking to simplify, streamline and improve their work processes. A fireside chat with then-Senior Deputy Director (Permanent Resident Services) Mr Yong Koi Hin, towards the end of the programme, gave the participants an opportunity to engage, discuss and exchange views on ICA’s transformation plans.

On the final day of the two-week programme, Training Command held a closing ceremony to mark the end of a successful programme. The participants shared their key takeaways and presented a video montage highlighting their learning journey to leaders who attended the ceremony. The participants also shared that they had enjoyed the programme and felt that more civilian officers should be given the opportunity to attend such programmes, as it was beneficial for both their career and personal development.

ICA TAKING OVER THE INVESTIGATION OF OFFENCES UNDER NATIONAL REGISTRATION ACT AND NATIONAL REGISTRATION REGULATIONS



Since the enactment of the National Registration Act (NRA) in 1965, the investigation of offences under the NRA and the National Registration Regulations (NRR) has always been undertaken by the Singapore Police Force. On 25 November 2019, ICA Enforcement Division took over the enforcement functions of the NRA and NRR from Police.

With identification as one of the twin pillars of ICA's core business, the transfer of the enforcement functions of the NRA and NRR will allow ICA to have a full overview of all national registration-related matters. There will be greater operational synergy and optimisation of resources in areas such as reviewing the legislation and polices on our national registration identity cards as well as the enforcement and prosecution of persons for offences under the NRA and NRR.

INTRODUCTION OF MEDICAL VACCINATION FOR ICA OFFICERS

As guardians of our borders, ICA officers are the first line of defence in safeguarding Singapore's security. ICA officers are often the first point of contact with arriving travellers and are thus more vulnerable to the risk of exposure to possible infectious diseases brought in by travellers, whether local residents or foreigners. Hence, there is a need to protect the officers against certain infectious diseases that may be spread through trans-border movements.

To protect our officers' health and well-being, ICA had arranged for mass vaccination exercises for officers from January 2019 to ensure officers received their vaccinations against Tetanus, Influenza and Hepatitis B. ICA will continue to support and safeguard the health of our officers through such medical vaccination programme to ensure our officers remain operationally ready.

INTRODUCING MEDICAL SCREENINGS FOR HAS (ICA) OFFICERS



Introducing Medical Screenings for HAS (ICA) Officers

VACCINATIONS

- ❑ One-off vaccinations for all HAS (ICA) officers in Tetanus & Hepatitis B
- ❑ Annual Influenza Vaccination



HIV SCREENING

- ❑ Start at age 25 years and 5 yearly thereafter till age 60
- ❑ Officers at the age of 25, 30, 35, 40, 45, 50, 55 & 60 as of **1 Apr 2019** are subjected to upcoming HIV screening

WHEN WILL THE SCREENINGS TAKE PLACE?

Mass screenings (HIV Screening & One-off Vaccinations) exercise for HAS (ICA) officers will take place progressively at selected checkpoints premises & ICA HQ from **Jan 2019**. Click [here](#) to find out the dates & FAQs of the screenings!

Flu vaccinations for civilian officers will commence from Apr 2019, more details will follow.



ARE YOU PROTECTED?

Home Team officers are more vulnerable to risk of infections due to the operational work nature. Towards building a stronger and healthier workforce, the following medical screenings will be introduced to all **HAS (ICA) officers**.

VACCINATIONS

- ✓ Standard set of vaccinations for new recruits appointed from 1st July 2018
- ✓ One-off vaccinations for all HAS (ICA) officers in Tetanus & Hepatitis B
- ✓ Annual Influenza Vaccination
- ✓ Vaccinations for overseas deployment



HIV SCREENING



- ✓ Screening every 5 years
- ✓ Start at age 25 years and 5 yearly thereafter till age 60
- ✓ Part of the medical requirements for pre/re-employment

ROBOTIC PROCESS AUTOMATION IN ICA FINANCE

Since January 2019, ICA has implemented the Robotic Process Automation (RPA) software to automate finance-related processes. This is part of the Finance Transformation Roadmap spearheaded by MHA Finance Transformation Office where software robots, known as RPA bots, were introduced to automate workflows to improve business processes. With the RPA bots carrying out administrative tasks and data entries, officers can have more time to perform strategic functions such as analytics and investigation into anomalies as well as identify opportunities for more automation and review of the financial processes and systems.



Robotic Process Automation

ICA has implemented the use of Robotic Process Automation (RPA) to automate several finance-related processes since Jan 2019. The use of RPA has brought many benefits to ICA Finance work processes. It is part of the Finance Transformation Roadmap, spearheaded by MHA Finance Transformation Office.

ABOUT RPA

- NOT physical robots.
- RPA is not a physical robot. It is a software robot or 'bot' that can automate workflow to improve business processes.
- The software could be programmed to mimic human actions in carrying out a set of specific and/or repetitive tasks (e.g. data entry, extraction of information, updating of records and drafting of emails).



BENEFITS OF RPA



Efficiency Gains
Manage transactions with high volumes that are repetitive in nature.



Productivity Savings
Take over manual and tedious tasks so actual man-hours can be reduced.



Automation
Officers no longer need to perform the manual tasks and can focus on performing more strategic functions.



Error-Free
Work on pre-programmed rules and flag out exceptions when these conditions are not met.

ICA'S RPA BOTS

Implemented	Mar 2019	May 2019	Aug 2019
	RONNIE	RUBY	ROBERT
	Bot for automation of payment certification routing process	Bot for daily collections reconciliation	Bot for extraction of allowance statements for dissemination
Function	Extract e-invoice submitted by vendors and draft email, which would be sent to Certifying Officers	Reconciles ICA's revenue collection between bank statements and ICA internal systems	Disseminate allowance report to specific officers for verification
Developed by	MHA Finance Transformation Office (FTO) and was deployed to ICA Finance Branch	First ICA-specific bot developed by MHA FTO and ICA FTO	First ICA-built bot that was developed by ICA FTO
Benefits	Productivity Savings of 50 man-hours/ per month	Productivity Savings of 50 man-hours/ per month	Productivity Savings of 14 man-hours/ per month

WHAT'S IN IT FOR OFFICERS



Streamline work processes.



Minimise errors through automation of work processes, administrative tasks and multiple data entry.



Officers from Corporate Services Division are able to perform more strategic functions such as analytics and investigation into anomalies.

ICA will continue to identify opportunities for automation and process reviews. ICA FTO has conducted sharing sessions on the use of RPA with other work units such as Intel Division, Citizenship Services Centre and Visitor Services Centre.

WAIVER OF FIRST PASSPORT APPLICATION FEE FOR NEWBORN CITIZENS



More newborn citizens to enjoy waiver of FIRST passport application fee!

Apply online from
1 January 2020

Find out if you are eligible at www.ica.gov.sg



From 1 January 2020, ICA will waive the application fee for the first passport of Singapore Citizens born on or after 1 January 2019, if the application is made on or before the child's first birthday. This initiative was part of the Marriage and Parenthood (M&P) Package announced in August 2019 and is meant to be a small token to celebrate the birth of a new citizen and to encourage more family time for Singaporeans.

Parents who are collecting their child's birth certificate from the hospital or at the ICA Building from 15 October 2019 onwards will be notified of their eligibility. They will receive an electronic notification via their personal dashboards when they logged on to MyICA. The notification will provide direct access to the child's passport application, where no application fee will be collected upon completion of the application process. Alternatively, parents can apply directly to ICA's passport e-Service for their child's first passport and will similarly receive an electronic notification of the waiver upon entering their child's birth certificate number. The waiver will apply only for online applications submitted through the ICA website at www.ica.gov.sg from 1 January 2020.

OFFICERS' THOUGHTS ON THE WAIVER OF FIRST PASSPORT APPLICATION FEE FOR NEWBORNS

MX 14 Chee Wei Rong
*Citizen Services Centre, Registry
of Birth & Death Unit*

"A good initiative to encourage Singapore's birth rate adding on to the many benefits already in place to help Singapore families."

MX 13 Nurul Fatin Binte Hassim
Citizen Services Centre, Passport Unit

"I think it is a good initiative to promote family growth. With the free passport, families can look forward to travelling and spending time with each other, without contemplating on the right time to apply for a new passport for the baby."

GOVERNMENT COMMERCIAL CLOUD MIGRATION EXERCISE FOR ICA ONLINE E-SERVICES

The Government Cloud which was launched in 2012 hosted e-Services for various government agencies including ICA. As part of the broader effort to enhance business agility, scalability and exploit new capabilities, it was decided that a Commercial Cloud would replace the old hosting platform. In line with the Government Cloud Adoption Planning Guide 2018 issued by the Smart Nation and Digital Government Officer under the Prime Minister's Office, ICA made plans to migrate all its online e-Services to the new Government Commercial Cloud (GCC) in 2019.

ICA was the first Home Team department in the Ministry of Home Affairs (MHA) to migrate its 24 e-Services to GCC. The migration was completed successfully in three different waves from October to December 2019.

The success of the migration was a result of the careful planning at every step and the close teamwork among the different stakeholders. The various ICA work units, GovTech, Science and Technology Group, MHA Cybersecurity Team, strategic partners such as SingPost and shipping agencies, and system vendors worked tirelessly together as a team to ensure this.

Prior to the migration of e-Services to the GCC platform, ICA conducted User Acceptance Testing for all the e-Services on the GCC environment. Trial migration was carried out before each migration to better assess the time and resources required for the migration activities and to uncover any unforeseeable issues during the planning stage. After-action reviews were conducted for every trial and after each migration to improve the execution process for the next phase. With all these planning and careful execution, all ICA e-Services were migrated successfully onto the GCC by 17 December 2019.



Officers involved in user verification at ICA Building



Officers involved in GCC migration at the GCloud office

EXERCISE SPARROWHAWK

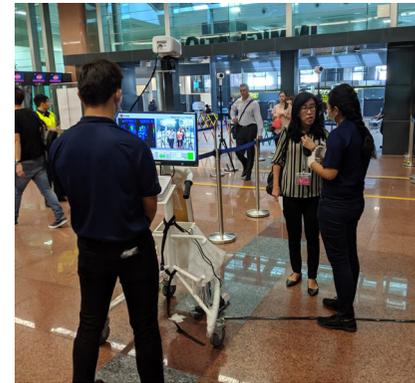
On 23 May 2019, Integrated Checkpoints Command (ICC) (Land), together with the Ministry of Health (MOH) and medical service provider - Parkway Shenton, conducted Exercise Sparrowhawk at Tuas Checkpoint.

Exercise Sparrowhawk is part of the Whole-of-Government response to a possible pandemic outbreak. Based on MOH's disease threat assessment, responses include the implementation of health screening at Singapore's borders, to protect Singapore against the importation of infectious diseases.

During the exercise, the scenario simulated travellers detected with febrile symptoms who would be referred to the nurses and doctors stationed at the checkpoints for further assessment. ICC (Land) officers aided the detection and referrals alongside the medical personnel from Parkway Shenton. The strong coordination from all parties resulted in an effective containment and mitigation of the exercise situation. Exercises such as Exercise Sparrowhawk are necessary and crucial in preparing our checkpoint officers and medical personnel to be operationally ready and coordinated in their responses to pandemic outbreaks. They will act as the first line of defence against unseen threats to Singapore.



▲ Parkway Shenton staff conducting temperature screening at Tuas Checkpoint



▲ Detection of a "febrile traveller"



▲ Doctor and nurse conducting medical assessment on "febrile traveller"



▲ ICC (Land) Officer assisting with immigration clearance for the traveller



▲ Tuas Checkpoint Ops Room activating an ambulance



▲ "Febrile traveller" referred to hospital via ambulance

EXERCISE FEREX

ICC (Sea) participated in the annual Exercise FEREX on 30 August 2019 at Singapore Cruise Centre. The ferry rescue exercise led by the Maritime and Port Authority of Singapore (MPA) included other agencies such as Singapore Police Force (SPF), Singapore Civil Defence Force (SCDF), Republic of Singapore Navy, Ministry Of Health (MOH), Singapore Cruise Centre Pte Ltd and Batam Fast Ferry Pte Ltd. In addition, Ministry of Social and Family Development, Civil Aviation Authority of Singapore, and Singapore Tourism Board also participated in an earlier Table Top exercise on 21 August 2019.

The exercise was held in conjunction with the International Safety@Sea Week. Coordinating Minister of Infrastructure and Minister for Transport, Mr Khaw Boon Wan together with Chief Executive of MPA, regional and international delegates as well as senior officials from participating agencies were present to observe the exercise.

The objective of the exercise was to test the multi-agency response to a ferry mishap incident, including deployment of resources for search and rescue efforts. The exercise validated the readiness and responsiveness of ICA officers in ensuring the security of our sea checkpoints, while facilitating immigration clearance of those evacuated from the ferry.

Minister Mr Khaw acknowledged the importance of being prepared for ferry emergency through the annual exercise, which brought together staff from 14 agencies and organisations. In his Facebook post, Minister wrote "There is no short cut to safe seas. Stay prepared, stay ready, stay safe."



▲ SCDF Marine Command officers transferring an "injured" passenger for medical assessment



▲ Coordinating Minister of Infrastructure and Minister for Transport, Mr Khaw Boon Wan at the Exercise FEREX 2019



▲ ICA officers conducting biometric verification by MAVIS and manifest reconciliation on those evacuated from the ferry

EXERCISE CHEMBRIDGE 2019

On 25 September 2019, a chemical spill exercise was held at the Second Link bridge at Tuas Checkpoint. Malaysia's Department of Environment (DOE) and Singapore's National Environment Agency (NEA) jointly organised the exercise, which also involved SCDF, SPF and ICA. The exercise was to validate inter-agency response and contingency plans to manage a toxic industrial chemical spill occurring on the Tuas Second Link.

The exercise scenario simulated a collision between a tanker carrying ammonia gas and a truck carrying drums of hydrochloric acid, resulting in chemical spillage. A member of the public saw the chemical spill and informed Malaysia's Linkedua using the toll-free phone along the Second Link bridge. Linkedua subsequently informed the Royal Malaysia Police (RMP), who then informed the relevant Malaysia agencies such as the Fire and Rescue Department

(BOMBA) and DOE (Johor). ICC (Land) Protective Security officers and SCDF were also activated.

BOMBA mitigated the chemical spillage, including the containment and decontamination of the incident site, and jointly rescued "casualties" with SCDF. When the incident site was declared safe, NEA and DOE then proceeded to carry out site sampling and monitoring of chemical agent levels to confirm that the decontamination was successful. Ambulances were on site to transport the "casualties" to Malaysia and Singapore respectively.

Exercise Chembridge 2019 allowed the various agencies from Malaysia and Singapore to validate and test out their inter-agency coordination and operating procedures for managing such incidents.



Responding forces attending to the incident at the scene of chemical spillage



Decontamination of incident site by SCDF and BOMBA officers



A drum of hydrochloric acid contained by BOMBA officers



Neutralization of hydrochloric acid by SCDF officers



BOMBA officers undergoing decontamination



ICA officers facilitating "casualty" evacuation via the Arrival Bus lane

EXERCISE HIGHCREST 2019

Exercise Highcrest 2019 held from 16 to 22 October 2019 was a maritime security exercise led by the Singapore Maritime Crisis Centre (SMCC). ICA, together with seven other agencies – SPF, SCDF, Singapore Armed Forces, Singapore Customs, MPA, Singapore Food Authority – participated in this exercise.

The aim of the exercise was to test the agencies' ability to respond to maritime security threats. The exercise comprised various components such as Table Top Exercises, Command Post Exercise and Ground Deployment Exercise (GDX).

On 21 October 2019, Senior Minister of State (SMS) for Defence, Mr Heng Chee How and SMS for Transport, Dr Lam Pin Min, accompanied by Chief of Navy and senior officers from Ministry of Defence and Ministry of Transport, observed the GDX. The scenario unfolded with a civilian high-speed craft ramming into a passenger ferry within Singapore waters, resulting in an explosion and many civilian casualties. Police Coast Guard and SCDF's marine resources were activated to respond to the scenario. The delegation also visited Tanah Merah Ferry Terminal (TMFT) to view presentations on ICA's clearance and protective security processes such as forward screening, the deployment of ICC (Sea)'s Checkpoint Response Team (CRT), and the enhanced security measures during a lockdown.



▲ SMS Mr Heng Chee How (front row, second from right), SMS Dr Lam Pin Min (front row, third from right) together with Acting Domain Commander Sea (extreme right) and Commander Coastal (front row, second from left) walking towards TMFT Forward Screening Area, after being briefed on the deployment and roles of CRT at the jetty.



▲ ICA officers demonstrating the use of SABRE 5000 to check for traces of explosives or narcotics at the forward screening area of TMFT.



▲ Exercise Highcrest 2019 Table Top Exercise Team



▲ SMS Mr Heng (second from left) and SMS Dr Lam (third from left) were briefed on the regulatory control measures and enhanced security measures during a lockdown.

AWARDS

NTUC MAY DAY MEDAL OF COMMENDATION AWARD

On 3 May 2019, ICA's then-Deputy Commissioner (Corporate Development & Administration), Mr Vijakumar Sethuraj, was conferred the Medal of Commendation Award by National Trade Union Congress (NTUC) during the May Day Awards Ceremony. The award recognises Mr Vijakumar's contributions in driving human resource policies and training efforts within ICA, supporting the Labour Movement and its initiatives and promoting harmonious labour-management relationship.



©Photo by NTUC

Then-Deputy Commissioner (Corporate Development & Administration), Mr Vijakumar Sethuraj receiving the Medal of Commendation Award from NTUC Secretary-General Mr Ng Chee Meng



Mr Vijakumar Sethuraj and his wife with AUPE General Secretary and Advisor, as well as union officials and staff from ICA

RECOGNITION OF EXCELLENCE AWARD - MYICA

The Recognition of Excellence (RoE) award is a commendation for agencies that establish new benchmarks for government Information and Communications Technology (ICT) innovations in the ASEAN and ANZ regions.

ICA garnered this award on 16 May 2019 at the Singapore OpenGov Leadership Forum 2019 held at the Marina Bay Sands. The forum, organised by OpenGov, is a content platform dedicated to sharing ICT-related knowledge between governments with a primary focus in the Asia-Pacific region and acknowledging government agencies' efforts at digital transformation. This achievement is a testament to ICA's continuous efforts in digital transformation.



SUPT Marilyn Tan receiving the Recognition of Excellence award from Mr Mohit Sagar, Group Managing Director and Editor-in-Chief OpenGov Asia



WOMEN IN IT AWARDS ASIA 2019

ICA's Director Technology cum Chief Information Officer (CIO), Ms Tan Sor Hoon, was awarded the CIO of the Year on 29 May 2019 at the gala ceremony for the inaugural Women in IT Awards Asia held at the Shangri-La Hotel Singapore. Ms Tan managed to edge out capable competitors from both the government and private sectors to clinch the prestigious award. This award exemplifies the significant achievements made by women in the world of technology.

ASIA ENVIRONMENTAL ENFORCEMENT AWARDS

On 13 November 2019, Commander Ports, Mr Danny Ng, on behalf of ICA, received the Asia Environment Enforcement Award (Collaboration Category) in a ceremony held at the United Nations Conference Center (UNCC) in Bangkok, Thailand. The Asia Environment Enforcement Awards recognises the commitment and efforts by government officials and institutions in combating transboundary environmental crimes. The award was conferred to ICA, National Parks Board (NParks), Singapore Customs and the Anti-Smuggling Bureau of Fuzhou Customs, Anti-Smuggling Bureau of Xiamen Customs, Anti-Smuggling Bureau of Nanjing Customs, as well as National Forestry and Grassland Administration of the People's Republic of China (PRC). Singapore and China had worked closely together to combat illegal trade within Asia in CITES-listed species of pangolin scales and ivory in three separate operations in April and July 2019.



▲ AC Danny Ng receiving the Asia Environment Enforcement Award (Collaboration Category) at the ceremony



▲ The representatives from Singapore and China at the award ceremony



▲ ICARE2 Vice-Chairperson, SUPT Ong Boon Kwan, receiving the Charity Gold award from Senior Parliamentary Secretary for Social and Family Development, Associate Professor Dr Muhammad Faishal Ibrahim, at the Istana

CHARITY GOLD AWARD 2019

On 9 October 2019, ICA was recognised for its outstanding contributions in support of the Community Chest in the financial year 2018. The conferment of the Charity Gold award is a testament to the good work done by ICA for the social service sector in caring for the less fortunate within the community. In 2018, ICA raised more than \$220,000 for the Community Chest and its beneficiaries through various fundraising activities and generous contributions by ICA officers to the SHARE programme.



BIZSAFE LEVEL 3 CERTIFICATION

Spearheaded by Ministry of Manpower (MOM), BizSAFE is a five-step programme aims at building up workplace safety and health capabilities, including SGSecure measures against terror threats.

ICA has achieved our very first BizSAFE Level 3 certification on 15 October 2019. Collectively, ICA has appointed Risk Assessment and Risk Management champions to develop and implement our Risk Management Plan across all work units, including the checkpoints. Our control measures to address identified risks also showcase ICA's strong commitment to create a safe and secure working environment for everyone.



DISTINGUISHED VISITORS

12 FEBRUARY



ICA hosted an 18-member delegation from the Malaysian Ministry of Home Affairs to a visit at Woodlands Checkpoint on 12 February 2019. The delegation, led by the Undersecretary for Strategic Planning, Dr Haniff Bin Zainal Abidin, was hosted by Deputy Commissioner (Operations). ICA shared the background and concept of operations of the Integrated Checkpoints Command (ICC) and the implementation of the ICC at the Land, Sea and Air checkpoints in 2015. The delegation was also brought on a site tour of Woodlands Checkpoint.



14 FEBRUARY

ICA hosted a courtesy call by the Chargé d'Affaires, ad interim of the United States Embassy Singapore, Ms Stephanie Syptak-Ramnath at ICA headquarters on 14 February 2019. The call was hosted by Commissioner ICA together with Deputy Commissioner (Operations) and Director (Operations). Matters discussed during the call included challenges faced by the US Customs and Border Protection and ICA, the progress of the Visa Waiver Programme and areas of cooperation between both agencies.



27 FEBRUARY

ICA hosted a visit by a three-member delegation from the US Customs and Border Protection from 27 February to 1 March 2019. The delegation, led by Deputy Executive Assistant Commissioner, Mr John Wagner hoped to forge closer working ties with ICA. The delegation visited ICA headquarters, Changi Airport Terminal 4, Woodlands Checkpoint, Ports Command and the ICA Training Command.



16 APRIL

ICA hosted a courtesy call by the Ambassador of Maldives to Singapore, His Excellency Dr Abdullah Mausoon at ICA headquarters on 16 April 2019. The call was hosted by Deputy Commissioner (Operations) together with Commander Tuas and Deputy Head (Operations Management). Matters discussed during the call included the entry requirements for Maldives nationals.



10 AND 11 OCTOBER

ICA hosted an eight-member delegation from the United Kingdom Home Office on Border and Immigration Systems on 10 and 11 October 2019. The delegation was led by Ms Philippa Claire Rouse, Director for Future Border and Immigration System, UK Home Office. Director (Operations) as well as the Domain Commanders from Air, Sea and Land hosted the delegation to our ICA headquarters, Airport Command, Ports Command and Tuas Checkpoint. Matters discussed during the visit included the use of technology at our borders and checkpoint operations.



Airport Command



ICA HQ



Ports Command



Tuas Checkpoint

SIGNIFICANT CASES

AIRPORT COMMAND, ICC (AIR)

2 JANUARY 2019



Case Details

ICA officers directed a male Chinese traveller who was pushing a luggage trolley with bulky boxes for baggage screening. The traveller had avoided eye contact with the officers while he was about to exit the Arrival Hall.

During screening, officers noticed anomalies in the X-ray images of the boxes. The officers conducted a physical check on the traveller's belongings and found multiple banknotes from 28 different countries. Suspecting the banknotes to be fake, the traveller and banknotes were handed over to the Commercial Affairs Department (CAD) for investigations.

Offence

Detection of 1,040 pieces of foreign banknotes, suspected to be fake

Location

Changi Airport Terminal 1, Arrival Hall

OUTCOME

Referred to CAD for investigations.

TUAS COMMAND, ICC (LAND)

2 JANUARY 2019



Case Details

While conducting checks on a Singapore-registered car at the Arrival Car Zone, alert ICA officers heard "meowing" sounds coming from the front passenger, a male Singaporean. Upon further checks, the officers discovered four live kittens hidden inside the pants of the male Singaporean.

The man was referred to the then Agri-food and Veterinary Authority (AVA) for investigations. The four kittens were placed under quarantine and care of AVA.

Offence

Attempted smuggling of four live kittens

Location

Tuas Checkpoint, Arrival Car Zone

OUTCOME

Referred to the then-AVA for investigations.

ENFORCEMENT DIVISION

24 JANUARY 2019



Case Details

ICA officers mounted operations at various locations in Singapore and arrested six male Sri Lankan nationals believed to be involved in illegal transmigration activities operated by a syndicated transmigration network.

During the investigations, four of the Sri Lankan nationals revealed that they had wanted to travel to the United Kingdom (UK) to seek employment. While in Sri Lanka, they had engaged an agent for their travel arrangements. The agent instructed them to transit in Singapore for a few days before departing for the UK.

The other two Sri Lankan nationals were engaged by the agent to courier four counterfeit UK visas from Sri Lanka into Singapore and to facilitate the four Sri Lankan's trip to the UK.

Offence

Possession of counterfeit foreign visas and abetting a person to be in possession of a counterfeit foreign visa

Location

Various locations in Singapore

OUTCOME

The four Sri Lankan nationals in possession of counterfeit UK visas were each sentenced to eight months' imprisonment. The remaining two Sri Lankan nationals were sentenced to eight and nine months' imprisonment respectively for abetting the four Sri Lankan nationals to be in possession of counterfeit UK visas.

INTELLIGENCE DIVISION

BETWEEN 19 FEBRUARY AND 1 NOVEMBER 2019



Case Details

Between February and November 2019, ICA and Ministry of Manpower (MOM) conducted a series of joint operations targeted at immigration offenders working illegally as grave diggers and residing in Choa Chu Kang Cemetery.

A total of 39 immigration offenders, comprising 36 Myanmar nationals and three Indian nationals, were arrested in 11 joint operations conducted over six months. Illegal structures built as living quarters at the cemetery were dismantled. Two companies were under investigation by MOM for illegal employment of the immigration offenders.

Offence

Arrest of 39 Myanmar and Indian nationals at a cemetery for immigration-related offences

Location

Choa Chu Kang Cemetery

OUTCOME

The 39 immigration offenders were prosecuted for overstaying and illegal entry offences under the Immigration Act. They were sentenced to imprisonment ranging from one to six months and caning of three to four strokes.

INTELLIGENCE DIVISION AND WOODLANDS COMMAND, ICC (LAND)

28 FEBRUARY 2019



Case Details

During checks on a departing Malaysia-registered car, a female Myanmar national was found hiding in the car boot. At the same time, ICA officers also noticed a second car idling nearby after immigration clearance. Feeling suspicious, the officers approached the car for further checks.

Investigations revealed that the three female Malaysians from the two cars were involved in the attempted illegal departure of the Myanmar national who was an immigration offender. The trio had planned to convey the Myanmar national out of Singapore using the first car, while those in the second car acted as the lookout.

Offence

Attempted smuggling of a woman out of Singapore

Location

Woodlands Checkpoint, Departure Car Zone

OUTCOME

The three female Malaysians were sentenced to two years and three weeks' imprisonment for their involvement in attempting to smuggle the Myanmar national out of Singapore. The Myanmar national was sentenced to six weeks' imprisonment and fined \$1,500 for the offences of illegal entry and attempted illegal departure.

PORTS COMMAND, ICC (SEA)

11, 20 AND 26 MARCH 2019



Case Details

On three occasions in March 2019, ICA officers detected anomalies in the scanned images of two 40-footer containers and one 20-footer container at the Pasir Panjang and Tanjong Pagar Scanning Stations.

The two 40-footer containers were declared to be carrying games machines and doll catcher machines respectively. The 20-footer container was carrying metal cutting machines. Upon physical inspections of the containers' contents by ICA officers, over 14,000 cartons of duty-unpaid cigarettes were found concealed in the hollowed-out interiors of the machines.

Offence

Attempted smuggling of over 14,000 cartons of duty-unpaid cigarettes concealed in gaming machines and machinery

Location

Pasir Panjang Scanning Station and
Tanjong Pagar Scanning Station

OUTCOME

The exhibits were seized and forfeited by Singapore Customs (Customs).

AIRPORT COMMAND, ICC (AIR)

28 MARCH 2019



Case Details

Two Syrian nationals were stopped by ICA officers at Changi Airport Terminal 2 transit area when they were attempting to depart Singapore using fraudulently obtained passports and boarding passes. Investigations revealed that a Swedish national of Syrian descent had abetted the illegal migration by providing the duo with boarding passes that were issued in his name.

Swift action by ICA officers led to the arrest of the abetter at Terminal 1. The Swedish national admitted he had checked in with three different airlines to obtain three boarding passes made out in his name for flights departing Singapore for Europe. The abetter subsequently met up with the two Syrian nationals in the transit area and handed over two boarding passes to facilitate their illegal migration to Europe.

Offence

Attempted illegal migration through Singapore

Location

Changi Airport Terminals 1 and 2

OUTCOME

The Swedish national was sentenced to four months' imprisonment. One of the Syrian nationals was sentenced to eight months' imprisonment, while the other was repatriated after being served with a letter of warning.

PORTS COMMAND, ICC (SEA)

3, 8 APRIL AND 21 JULY 2019



Case Details

On 3 April 2019, the National Parks Board (NParks), Customs and ICA jointly inspected a 40-footer container en route from Nigeria to Vietnam. The container was declared to contain "frozen beef" but 12.9 tonnes of pangolin scales and 177 kg of cut up and carved elephant ivory were uncovered. On 8 April 2019, the authorities inspected another 40-footer container declared to contain "cassia seeds" on its way from Nigeria to Vietnam. Another 12.7 tonnes of pangolin scales were uncovered in the shipment. On 21 July 2019, the authorities inspected a shipment of three containers on transshipment from the Democratic Republic of the Congo to Vietnam. Instead of the declared "timber", sacks containing 11.9 tonnes of pangolin scales and 8.8 tonnes of elephant ivory were found in one of the containers.

The close collaboration among the various enforcement agencies led to the successful detection of illegal shipments of the wildlife parts protected under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).

Offence

Attempted smuggling of 37.5 tonnes of pangolin scales and 8.9 tonnes of ivory

Location

Pasir Panjang Free Trade Zone

OUTCOME

The pangolin scales and elephant ivory were seized and destroyed by NParks to prevent them from re-entering the market.

OPERATIONS DIVISION

10 APRIL 2019, 6 JUNE 2019



Case Details

On 10 April 2019, a male Singaporean was referred for checks by ICA officers at Woodlands Checkpoint when entering Singapore. During the checks, a total of 7,973 slabs of assorted controlled substances were found hidden in the modified speaker box of his Singapore-registered car.

Follow up investigation of the case led to the discovery of linkages to a suspected smuggling network. This resulted in another Singaporean who was stopped at Woodlands Checkpoint on 6 June 2019 for attempting to smuggle a total of 1,520 slabs of assorted controlled substances that were concealed in the rear car boot panel of his Singapore-registered car.

Offence

Attempted smuggling of various controlled substances under the Poisons Act (Cap. 234)

Location

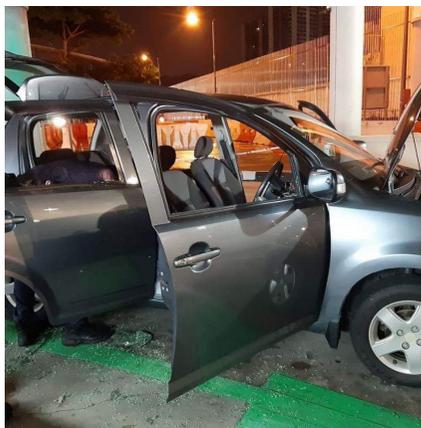
Woodlands Checkpoint, Arrival Car Zone

OUTCOME

Referred to HSA for further investigations.

WOODLANDS COMMAND, ICC (LAND)

7 JUNE 2019



Case Details

A 24-year-old female Vietnamese who arrived at Woodlands Checkpoint, refused to produce her travel document when requested by an ICA officer. When the officer stepped out from her counter to check, the Vietnamese accelerated suddenly and tried to drive off, damaging the drop-arm barrier in the process. The checkpoint was immediately placed under lockdown. She was swiftly arrested by ICA and Singapore Police Force (SPF) officers before she could leave the checkpoint.

Offence

Attempted dash-through of a Malaysia-registered car

Location

Woodlands Checkpoint, Arrival Car Zone

OUTCOME

The Vietnamese was charged with attempting to enter Singapore illegally and vandalism for damaging the drop-arm barrier. She was sentenced to 12 weeks' imprisonment and fined \$1,500 for the offences.

COASTAL COMMAND, ICC (SEA)

5 JULY 2019



Case Details

ICA officers detected anomalies in the scanned images of a hand carry bag of a female Indonesian. Upon further inspection, they found 109 packets of duty-unpaid cigarettes wrapped in aluminum foil hidden in three boxes.

Offence

Attempted smuggling of 109 packets of duty-unpaid cigarettes

Location

Singapore Cruise Centre

OUTCOME

The woman was sentenced to two months' imprisonment.

INTELLIGENCE DIVISION

21 JULY 2019



Case Details

ICA conducted a joint operation with Geylang Neighbourhood Police Centre and the Police Coast Guard at a KTV premise along Guillemard Road.

During the operation, 23 male Indonesian immigration offenders were arrested for immigration offences including overstaying and unlawful return.

Offence

Arrest of 23 male Indonesians for various immigration offences

Location

Guillemard Road

OUTCOME

21 of the Indonesians were sentenced between four weeks to thirty months' imprisonment and three to eight strokes of cane. The remaining two were fined \$3,000 and given a warning.

TUAS COMMAND, ICC (LAND)

27 JULY 2019



Case Details

ICA officers directed a Malaysia-registered lorry at the oversized cargo lane for checks. The lorry was conveying a consignment declared as concrete counter-blocks.

During the checks, ICA officers discovered that the 16 concrete blocks sounded hollow and decided to drill holes in them. A total of 12,479 cartons of duty-unpaid cigarettes were found concealed within the concrete blocks. The total duty and Goods and Services Tax (GST) evaded amounted to about \$1,240,430 and \$90,590 respectively.

The Malaysian driver was arrested and handed over to Customs, together with the duty-unpaid cigarettes and vehicle.

Offence

Attempted smuggling of duty-unpaid cigarettes hidden in concrete blocks

Location

Tuas Checkpoint, Arrival Oversized Cargo Lane

OUTCOME

The Malaysian exporter of the concrete blocks was sentenced to 36 months' imprisonment.

PORTS COMMAND, ICC (SEA)

29 JULY 2019



Case Details

ICA officers detected anomalies in the scanned images of a container carrying assorted goods at Tanjong Pagar Scanning Station. The officers carried out a physical examination of the container and uncovered 17 boxes of gun replicas and other items such as cat food, assorted drinks and printer accessories without permits.

Offence

Attempted smuggling of Gun Replicas and other items without permits

Location

Tanjong Pagar Scanning Station

OUTCOME

The importer's representative was referred to SPF and Customs for further investigations.

INTELLIGENCE DIVISION

BETWEEN 29 JULY AND 2 AUGUST 2019



Case Details

Between July and August 2019, ICA officers conducted operations at various residential and commercial premises in Bedok, Bugis, Changi, Little India, Pasir Ris and Serangoon.

During the operations, 19 immigration offenders (18 men and one woman) were arrested for immigration-related offences such as overstaying, harbouring and employment of immigration offenders. The 19 immigration offenders, aged between 21 and 55 years old, comprised Bangladeshi, Nepalese, Sri Lankan and Vietnamese nationals as well as three Singaporeans and a Singapore permanent resident.

Offence

Arrest of 18 men and one woman for immigration-related offences

Location

Various locations around Singapore

OUTCOME

The 19 immigration offenders were prosecuted. Five were fined between \$1,000 and \$1,200. One was sentenced to six weeks' imprisonment and a \$1,500 fine. The remaining immigration offenders were given warnings and repatriated.

ENFORCEMENT DIVISION

5 AUGUST 2019



Case Details

Two female Malaysians were arrested at Woodlands Checkpoint when they attempted to convey a male Bangladeshi national out of Singapore in a Malaysia-registered car. The man did not have any travel document and was also placed under arrest.

Investigations revealed that a male Malaysian was also involved in this smuggling attempt. He had arranged to hand over the Bangladeshi national to the two female Malaysians. However, the three offenders were unable to provide ICA officers with more details on the male Malaysian abetter.

ICA officers worked with the limited information on the male Malaysian and were finally able to establish his identity. On 11 October 2019, the male Malaysian was arrested at Woodlands Checkpoint when he sought arrival clearance to enter Singapore.

Offence

Attempted smuggling of a man out of Singapore

Location

Woodlands Checkpoint

OUTCOME

The male Bangladeshi national was sentenced to three months' imprisonment and four strokes of the cane. The two female and the male Malaysians were each sentenced to six months' imprisonment for abetting an immigration offender to leave Singapore illegally.

TUAS COMMAND, ICC (LAND)

29 AUGUST 2019



Case Details

ICA officers collaborated with Customs to check a Malaysia-registered lorry driven by a male Malaysian at Tuas Checkpoint. A total of 5,599 cartons and nine packets of assorted duty-unpaid cigarettes were found hidden in boxes and concealed within the consignment of fibre sponge mattresses.

The total duty and GST evaded amounted to about \$540,570 and \$39,560 respectively. The driver was arrested and handed over to Customs, together with the duty-unpaid cigarettes and lorry.

Offence

Attempted smuggling of 5,599 cartons and nine packets of assorted duty-unpaid cigarettes hidden in fibre sponge mattresses

Location

Tuas Checkpoint, Arrival Cargo Zone

OUTCOME

The driver was sentenced to 33 months' imprisonment for importation of duty-unpaid cigarettes.

AIR CARGO COMMAND, ICC (AIR)

9 SEPTEMBER 2019



Case Details

ICA officers detected anomalies in the scanned images of a consignment of 31 parcels declared as toys. Upon physical inspection, officers found 27 sets of electronic vaporisers (e-vaporisers) and 400 pieces of related accessories, which are prohibited in Singapore. The case was referred to Health Sciences Authority (HSA) for further investigations.

During a follow-up operation by HSA, officers found additional sets of e-vaporisers and accessories in the houses of the consignees. In total, 63 sets of e-vaporisers and 2,368 e-vaporiser accessories, with a street value of \$29,460, were uncovered.

Offence

Attempted smuggling of electronic vaporisers and accessories in airfreight parcels

Location

Changi Airfreight Centre

OUTCOME

Referred to HSA for investigations.

AIR CARGO COMMAND, ICC (AIR)

9 SEPTEMBER 2019



Photos: CNB

Case Details

On 9 September 2019, a sharp-eyed ICA officer at Parcel Post Section of SingPost Centre noticed anomalies in the scanned image of a parcel. Upon further checks, the officer found glass apparatuses suspected to be used for smoking drugs.

After the case was referred to CNB, officers raided a residential unit in Yishun Street 31. The officers found glass apparatuses, two pots of cannabis plants, as well as printed and written instructions for cultivating cannabis plants. Two suspected drug offenders, a 44-year-old male and a 52-year-old female, both Singaporeans, were arrested.

Offence

Detection of glass apparatuses suspected for drug use, led to arrests of two Singaporeans for suspected drug-related offences

Location

Parcel Post Centre and a residential unit in Yishun

OUTCOME

Investigations by CNB are ongoing.

WOODLANDS COMMAND, ICC (LAND)

10 SEPTEMBER 2019



Case Details

ICA officers directed a car that was driven by a male Malaysian and accompanied by a female Italian, for checks. Officers discovered 612 packets of duty-unpaid cigarettes hidden within the four moving tyres of the vehicle. The Malaysian driver was arrested and handed over to Customs, together with the duty-unpaid cigarettes and car.

Offence

Attempted smuggling of 612 packets of duty-unpaid cigarettes hidden in the tyres of a Malaysia-registered car

Location

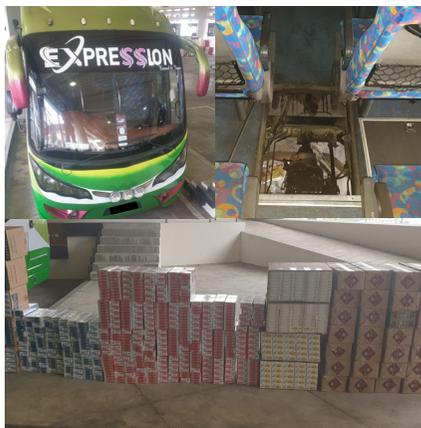
Woodlands Checkpoint, Arrival Car Zone

OUTCOME

The Malaysian driver was sentenced to two months' imprisonment for importation of duty-unpaid cigarettes.

TUAS COMMAND, ICC (LAND)

12 OCTOBER 2019



Case Details

ICA officers noticed anomalies in the floorboard of a Malaysia-registered tour bus. On closer inspection, officers uncovered a total of 925 cartons of assorted duty-unpaid cigarettes hidden in the undercarriage of the bus. The total duty and GST evaded amounted to about \$96,929 and \$7,057.95 respectively.

The Malaysian driver was handed over to Customs, together with the duty-unpaid cigarettes and bus.

Offence

Attempted smuggling of 925 cartons of assorted duty-unpaid cigarettes hidden in the undercarriage of a bus

Location

Tuas Checkpoint, Arrival Bus Zone

OUTCOME

The Malaysian driver was sentenced to 14 months' imprisonment for importation of duty-unpaid cigarettes.

AIRPORT COMMAND, ICC (AIR)

2 NOVEMBER 2019



Case Details

A male traveller was referred for further checks as he appeared nervous when presenting a United Arab Emirates (UAE) passport for arrival immigration clearance. Investigations revealed that the man was a Syrian national and had used a counterfeit UAE passport which he obtained online from a Malaysian agent for immigration clearance.

The traveller claimed that he wanted to obtain Singapore immigration endorsements to boost his travel profile for subsequent travels to Europe to seek asylum.

Offence

Attempted illegal entry with a fraudulently obtained United Arab Emirates passport

Location

Changi Airport Terminal 2, Arrival Hall

OUTCOME

The Syrian national was refused entry into Singapore.

ANNUAL STATISTICS

CHECKPOINTS OPERATIONS

Passengers cleared at the checkpoints - Arrival

106,259,513	108,740,534
2018	2019

Inward containers cleared at the checkpoints

1,048,488	1,018,082
2018	2019

Inward consignments (non-containerised) cleared at the checkpoints

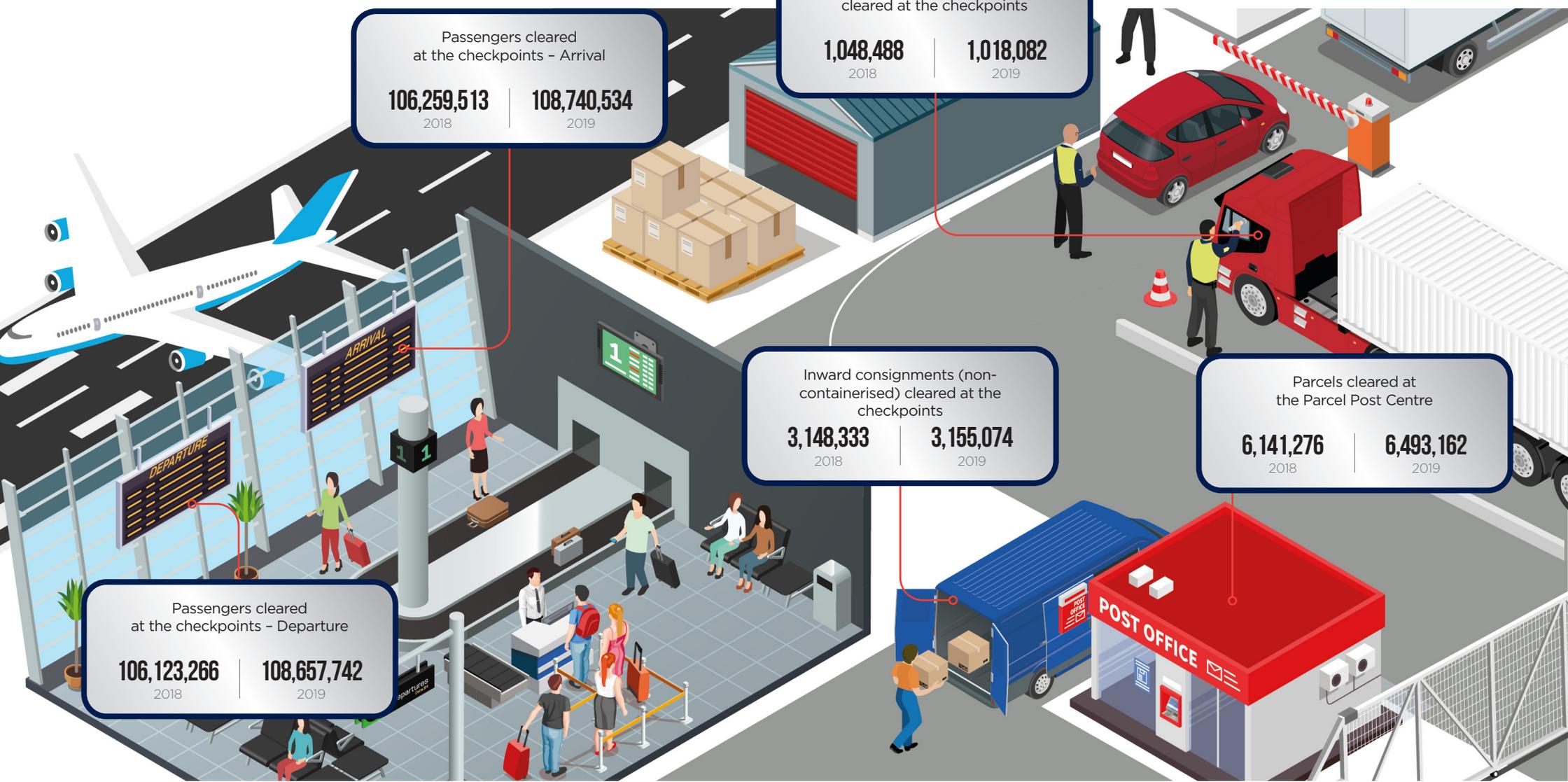
3,148,333	3,155,074
2018	2019

Parcels cleared at the Parcel Post Centre

6,141,276	6,493,162
2018	2019

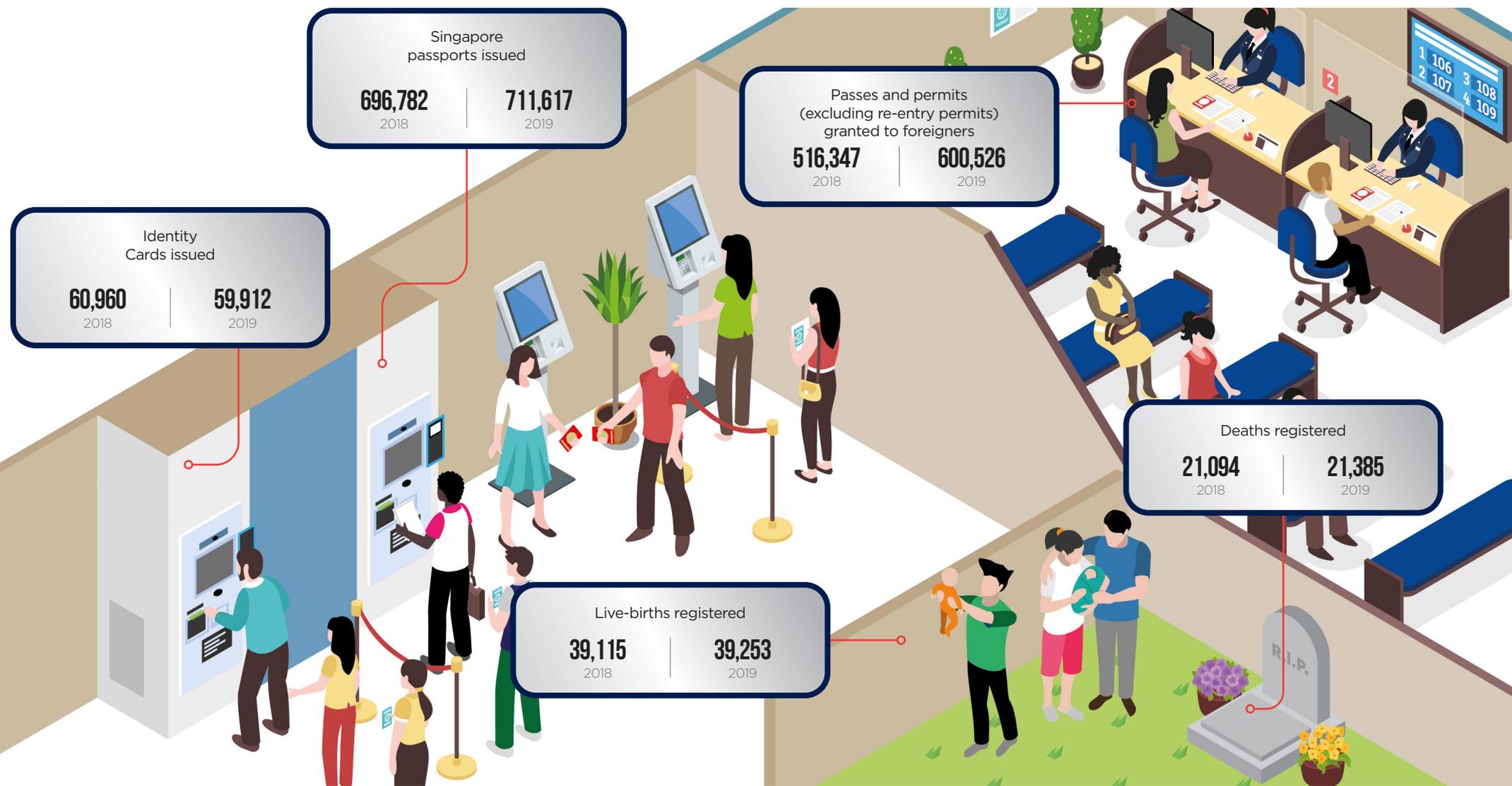
Passengers cleared at the checkpoints - Departure

106,123,266	108,657,742
2018	2019



ANNUAL STATISTICS

SERVICES CENTRE OPERATIONS



ANNUAL STATISTICS

ENFORCEMENT OPERATIONS



Harbourers of immigration offenders arrested

282 | 248
2018 | 2019

Employers of immigration offenders arrested

58 | 86
2018 | 2019

Overstayers arrested

940 | 804
2018 | 2019

Contraband cases detected

107,771 | 92,292
2018 | 2019

Illegal immigrants arrested

131 | 128
2018 | 2019

ACKNOWLEDGEMENTS

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THE WORKING GROUP

Advisor:

AC Chia Hui Keng

Members:

SUPT Tan Siew Choo Pauline

DSP Ng Pei Hsien

ASP Wong Ern Ching Ian

ASP Lim Yong Xiang Ivan

ASP Lum Yi Heng Ian

Ms Aziera Binte Adris

IMMIGRATION & CHECKPOINTS AUTHORITY

ICA Building

10 Kallang Road #08-00, Singapore 208718

www.ica.gov.sg

www.facebook.com/Immigration.Checkpoints.Authority

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