



Contact Mgt Administration
Surrey Police
PO Box 101
Guildford
Surrey
GU3 9PE

APPENDIX A

The ACPO security systems policy has been adopted by the Surrey Police. The following variations permitted under the terms of the policy apply in this police area.

1. Automatic 999 dialling alarm equipment is not permitted.
2. All central monitoring station alarm messages must be transmitted to our Force Control Room, Police Headquarters on dedicated ex-directory telephone lines. The number of which will be disclosed on receipt of a signed policy agreement (Appendix B).
3. Commercial security system companies must enclose a stamped addressed envelope with all correspondence requiring a reply.
4. All correspondence should be addressed to the Supervisor, Contact Mgt Administration, address as above.
5. The administration charge for the processing of a URN is currently £43.49 plus VAT, but will subject to review. URNs for Vehicle tracking and Lone working devices are dealt with in Appendices U & V of the policy.
6. We are able to accept URN applications electronically. We will not accept cheques as form of payment for the administration fee. All security companies will be invoiced for the administration fee.
7. Unique Reference Numbers (URNs) for alarm systems are issued for the particular subscriber, at the particular premises and for a particular policy compliant company, they are not transferable except on written approval of Surrey Police.
8. The Unique Reference Number (URN) remains the property of Surrey Police and must be quoted in all correspondence. In the interests of maintaining security of records, all enquiries concerning individual security systems must be made in writing or electronic means. Telephone enquiries regarding systems or particular alarm activations will not be accepted.