



**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. There is no requirement for a delay on any audible or visual warning device at any premises.
4. Commercial security system companies must enclose a stamped addressed envelope with all correspondence requiring a reply.
5. All correspondence should be addressed to the Supervisor, Contact Mgt Administration, address as above.
6. The administration charge for the processing of a URN is currently £52.18 including VAT, but will subject to review. URNs for Vehicle tracking and Lone working devices are dealt with in Appendices U & V of the policy.
7. We are able to accept URN applications electronically if the security company agrees to be invoiced for the administration fee.
8. 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.
9. The Unique Reference Number (URN) remains the property of Surrey Police and must be quoted in all correspondence.