



# IMPORTANT INFORMATION

## Open Letter to UK approved ARC operators

As you are aware over the past couple of years the Security Systems industry liaison group, ACPO, BSIA, SSAIB, RISC, FSA, NSI have been looking at the emerging issue of non-URN approved systems calling out the police via a non-approved call centre. Both the police and the industry, having worked together for many years to bring the level of false alarms down and establish a secure and robust system with the ACPO policy, do not wish to see this good work undermined.

To this end the group have been looking at alternatives that would help the Police differentiate between systems i.e. approved and non-approved calls requesting assistance. At the same time introducing processes and procedures that encompass the use of digital technology.

The group have a number of ideas that they would like to obtain industry wide views and to this end propose to hold an open meeting with the approved ARCs and other interested stakeholders.

The meeting will be held from 10.30am to 1.00pm on the 28<sup>th</sup> May 2014 at;

**Tally Ho**

Conference & Banqueting Centre (Trophy Room 2)

Pershore Road,

Birmingham, B5 7RN

An Agenda confirming details will be sent out before the meeting.

Please can you confirm your attendance by return e-mail to Natasha Lettman at [nlettman@tycoint.com](mailto:nlettman@tycoint.com) by 12<sup>th</sup> May 2014

Richard Childs  
Chair Liaison Group  
Managing Director Secured by Design

Martin Harvey  
Liaison Group on automated signalling