



Security.Improved

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MH/KL/NSI 001 22

17 January 2022

**To: All NSI ARC Gold approved companies and applicants**

Dear Colleague,

**VERIFICATION OF INFORMATION SUPPLIED TO ECHO**

As you should be aware, from February 2022 ECHO (Electronic Call Handling Operations) will require all ARCs "connected" to ECHO to submit a report detailing the number of URNs issued by each police force for PA (Panic Alarm), Intruder or CCTV "connections" between the ARC and ECHO.

As part of your ARC Gold audit, NSI auditors will, on an annual basis, audit your process for producing the information you supply to ECHO and check the validity of the information submitted.

NSI will then confirm to ECHO the audit has been completed and whether or not the information you have supplied to ECHO appears to be commensurate with the evidence seen during the audit.

We thank you for your cooperation in this. If you have any concerns, please do not hesitate to contact me.

Yours sincerely,

Matthew Holliday  
Director of Approval Schemes

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