

# Appen

## POLICE & EMERGENCY SERVICES

Supporting Those Who Protect and Serve

From first response to final report, accurate and secure evidence handling is critical. Appen supports police forces and emergency service organisations across the UK with professional transcription and translation. Ensuring every word is captured, understood, and preserved with the highest levels of integrity.

### Our Role in the Evidence Chain

Every stage of a case, call, or inquiry presents an opportunity to gather and record information. Appen's experienced team supports the creation of official written records from:

- **999 and control room calls:** Clear, accurate transcripts for operational review, evidence, and training.
- **PACE interviews:** Suspect interviews conducted under caution in line with the Police and Criminal Evidence Act 1984.
- **ABE interviews:** Achieving Best Evidence interviews with witnesses, children, and vulnerable adults.
- **Body-worn video and covert recordings:** Extracted, timestamped transcripts that meet evidential requirements, even when recordings are lower quality. Our experienced team of transcribers are skilled at working with challenging audio to ensure accuracy and clarity.
- **Internal hearings:** HR investigations, disciplinary cases, and grievance procedures.

Every transcript is handled securely under strict confidentiality protocols. Our teams are experienced in managing highly sensitive and emotive content, ensuring accuracy, professionalism, and the integrity of every investigation.



### Trusted by Leading UK Forces

Appen works alongside the UK's largest police forces, providing transcription for witness statements, PACE and ABE interviews and covert recordings. We also support operational teams during peak periods, staff absences, and high-security investigations.

"Appen are tried, tested and offer a very good service."  
Metropolitan Police Service



Crown  
Commercial  
Service  
Supplier

No two investigations or inquests are the same. Appen tailors every service to your specific requirements, providing flexible formats, turnaround times, and levels of detail, so you only pay for what you need.

## Why choose Appen:

With over 20 years of experience in transcription and data management, Appen is a trusted partner to UK police forces and emergency service organisations.

Our credentials include:

- **ISO 9001** certified for quality and continuous improvement.
- **ISO 27001** certified for information security management.
- **Cyber Security Essentials Plus** accredited for digital data protection.
- **Secure in-house facility** with controlled access and fully vetted personnel.
- **Scalable resources** to manage urgent, high-volume, or specialist projects.
- **Expertise** in sensitive environments, including covert operations and high-security investigations.

Our people are security-cleared to the highest levels and trained to handle confidential or restricted material with professionalism and discretion.



## The Appen Advantage

Our hybrid approach combines AI-driven speech recognition for speed with expert human editors to ensure accuracy, context, and reliability; delivering transcripts you can trust even for complex or sensitive content

- **Accuracy:** Reliable transcripts that stand up to scrutiny in court or internal review.
- **Efficiency:** Faster turnaround times without compromising security or quality.
- **Confidence:** Proven experience supporting law enforcement, regulators, and justice agencies.
- **Value:** Pay only for the services you need, when you need them.

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We had an unexpected increase in demand in the summer and at Christmas last year, it was a pleasure to use the services of Appen, they provided excellent customer service and all the work was completed in the agreed timescales where we were kept informed of the progress of the work. The work completed was of high standard and received positive feedback from the officers.

*Metropolitan Police Service - January 2025*



## Supporting Those Who Protect and Serve

To discuss how Appen can support your needs:  
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