



PRESS RELEASE

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## Heriot-Watt University and CriticalArc win Prestigious OSPA UK Award

*SafeZone technology is key to growing success for university*

WEST MALLING, UNITED KINGDOM, 08 MARCH 2019 – The security team at Heriot-Watt University and CriticalArc were awarded the 2019 OSPA UK award winner – its second major award in the last six months - thanks to an ambitious programme to transform its operations facilitated by [CriticalArc's SafeZone®](#) technology.

The 'Outstanding Security Team' award, which is independently judged and hotly contested, recognises the innovative partnership between Heriot-Watt and CriticalArc which has allowed operations to be modernised at the university's five campuses in the UK, Dubai and Malaysia.

Under the leadership of Les Allan, Director of Safety and Security Services, the Heriot-Watt safeguarding team has delivered impressive results, with SafeZone enabling officers to demonstrably improve service response times by up to five times faster. The technology has also been the catalyst to a wider upgrade in their capabilities and skills, raising the motivation and professionalism of all team members.

SafeZone has transformed the way officers interact with students and staff wherever they are - on campus or when travelling off-site – so they can provide assistance in case of emergencies or other incidents. Les Allan's team has already responded to serious medical emergencies around the world using the system and now they have the tools to manage a full range of live-incident risks.

"CriticalArc's technology lets my team communicate quickly with individuals and groups," says Les Allan. "It lets them pinpoint the location of anyone needing assistance, receive alerts and form a clear picture of real time events. It's really letting us do things we could only dream of before."

The Heriot-Watt team is also using their new technology to support staff and students on campus, while travelling and during fieldwork. They can 'geo-fence' additional areas as required.

Darren Chalmers-Stevens, CriticalArc, Managing Director, EMEA and APAC, said the OSPA award success was a significant achievement.

“Winning the OSPA 'Outstanding Security Team Award' with Heriot-Watt University is a true honor, particularly given the robust and prestigious list of finalists. We're driven to help our customers elevate the safety and security of their staff and students, and it's rewarding to receive the global recognition for the game-changing technology and service we have brought to market.”

— Ends —

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**About CriticalArc:**

CriticalArc is a global technology firm that provides the award-winning SafeZone™, a robust service uniquely positioned to help safety and security teams in over 80 countries around the world strengthen their capacity to respond to incidents and emergencies, optimize outcomes, fulfill duty of care, and mitigate risks. SafeZone provides a common operating view of the real-time location of all available safety and security resources. It supports lone workers, travelling staff and facilitates evacuation and enterprise safety protocols. In addition, the SafeZone App enables users to receive emergency alerts and quickly request help, while providing their geotagged information, which speeds response by 50% or more. For details, visit [www.criticalarc.com](http://www.criticalarc.com).

Headquartered in Sydney, Australia, CriticalArc has offices and operations in North America and the United Kingdom, providing an international delivery capability and reach. For more information on CriticalArc and SafeZone, please go to [www.criticalarc.com](http://www.criticalarc.com), email [contact@criticalarc.com](mailto:contact@criticalarc.com) or telephone +44 (0) 800 368 9876.

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