



**For Immediate Release**

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**Allied Universal Honored with Outstanding Security Performance Awards  
at ASIS International Seminar & Exhibits**

**Conshohocken, PA and Santa Ana, CA, Oct. 2, 2017**– Allied Universal, a leading facility services company and the largest security force in North America, received two [Outstanding Security Performance Awards](#) (OSPAs) at the ASIS International 63<sup>rd</sup> Annual Seminar and Exhibits, including:

- Outstanding Customer Service Initiative: UCHealth Patient Watch Program
- Outstanding Contract Security Officer: Zach Ostergren, Site Supervisor, based in Alexandria, Va.

“I am very proud of our honorees and their teams,” said Steve Jones, CEO of Allied Universal. “Their phenomenal accomplishments embody our values of serving, securing and caring for our communities every day. We applaud and appreciate them and all of our 2017 award finalists.”

Allied Universal received the OSPA for Outstanding Customer Service Initiative for its Patient Watch Program created for UCHealth, a nationally recognized, nonprofit network of seven acute care hospitals and more than 100 clinics throughout Colorado, southern Wyoming and western Nebraska. Allied Universal prides itself on the level of customer service it provides in the healthcare environment, particularly with the UCHealth Patient Watch Program, which is designed to maintain the safety of the patient, hospital staff, and visitors in a courteous, professional and empathic manner.

In 2010, the Patient Watch Program began in the Emergency Department of one hospital where 20-30 patients (400 hours per week) were being watched by security professionals each week. Because of the successes and cost effectiveness of the program, it has grown to all seven UCHealth hospital Emergency Departments and in-patient areas. Security professionals now provide patient watch services to more than 300 patients per week (over 2,300 hours per week).

As Site Supervisor at one of the company’s premier clients for the last five years, Zach Ostergren supervises the corps of armed officers assigned to this location. “Zach’s success can be directly attributed to his unfailingly exceptional security intelligence, reliability and proficiency,” said Branch Manager, Ann Tasber, CPP. He has been praised recently for handling a particularly sensitive and challenging assignment involving a workplace violence issue in November of 2016.

Additionally, during a period of heightened security, Ostergren coordinated with surrounding Allied Universal sites to supply an auxiliary unit of armed security professionals. He, along with this core group, worked 12 to 16 hour days, including weekends for approximately two months. Ostergren created locational maps for all client building locations with landmarks, streets, and directions used for all new officers, allowing the Security Response Center to better utilize Google Maps when needed in an emergency. This action reduced officer response time by approximately 50% over the last several months. In addition, he made several noteworthy contributions as a first responder and to his team’s overall improvement and development.

The Outstanding Security Performance Awards recognize and reward companies and individuals across the security sector. The OSPAs are designed to be both independent and inclusive, providing an opportunity for outstanding performers, whether buyers or suppliers, to be recognized and their success to be celebrated.

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**About Allied Universal**

Allied Universal, a leading facility services company and the largest security force in North America with over 150,000 employees, provides unparalleled security services and solutions. With headquarters in Santa Ana, Calif., and Conshohocken, Pa., Allied Universal combines people and technology to deliver evolving, tailored solutions that allow our clients to focus on their core business. An unrelenting focus on clients' success creates partnerships rooted in quality and value, and is supported by experience gained from being in business for over 60 years. Through our people and leading services, systems and solutions... Allied Universal is there for you. For more information, please visit [www.aus.com](http://www.aus.com).

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