



**CITI**Guards  
SECURITY LTD



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Let us work with you to secure your future! Citiguards Security limited is one of the most experienced companies in London. We provide expert care throughout London and the rest of the UK. We are professionals, working closely with our clients to provide the best security in the business.

With our Head Office in London, we manage our security operations throughout London and the UK for Security Guards, Door Supervisors, CCTV, Event Security, Access Control & Integrated Systems. Citiguards Limited has built enviable reputation of delivering a superior level of security services at a fraction of the cost of our major competitors whilst still delivering the highest level of quality service.

We are specialists with over 20 years experience helping organisations similar to yours, all our personnel / guards are SIA LICENSED, INSURED and BONDED to ISO 9001-2001 QUALITY ASSURED SYSTEM.

24 / 7 Monitoring our Control Room are manned 24 hours a day, 7 days a week. 365 days a year. Mobile supervisors are on the road monitoring guards on site and through CCTV.

**Here are some of our clients!**

However big or small your organisation is we have the right security solutions for you.







## About CitiGuards Security Ltd

Citiguards aspire to be the best choice in the provision of Manned Guarding Services. Our ultimate aim is to provide services with the highest professional standards and integrity. In achieving this aim and aspiration, we will always be mindful of the need to think long term and reflect the requirements of our clients. All our security guards are highly trained and possess SIA license.

A security guard is passed on to the client if and only when they have been through our stringent vetting procedure. Our security officers are employed to meet your specific needs. All of our staff are professional when dealing with visitors, customers and staff.







## CitiGuards Mission Statement

Citiguards Limited aspires to cover and provide a wide range of Objectives in fulfilling our commitment to our client, some of these are:

### Cost Effectiveness

The cost to our clients must also be one of the paramount consideration when giving a potential client a quote. We always strive to keep our costs to a reasonable level without compromising the quality of our services.

### Clients Satisfaction

We must identify and ensure that the paramount security needs of the client are met completely. We tailor our services to your needs to ensure that no stones are left unturned in providing a sterling service to all our clients.

### Staff Morale

This is a very important factor in our mission to provide excellent and first class services to our clients. We raise the morale of our operatives by ensuring that their needs are met both within the administrative section and the field work areas.

### Technical Excellence

We strive to make technical excellence a key mission to our goals ,that is why we provide the client with a state of the art technological installations in all our locations and sites.

### Customer Focus

Citiguards Limited is always committed to delivering excellence of service and we achieve this by thorough training, leadership, a thorough understanding of our client's needs and the development of our partnership with our client.

### Contract Management

It is the policy of Citiguards Limited to appoint a portfolio manager to take on the daily running of any contract and ensure that its logistics are taken care of adequately. The manager will arrange regular client liaison meetings to ensure the smooth running of all assignment.





## Construction Site

We supply trained Construction security guards to the construction industry; we use conventional methods to ensure the construction site is secured.

Citiguards limited offer comprehensive construction and developments security solutions for construction sites. Our construction security solution includes manned guards based at your premises, installation of CCTV camera and fully monitored alarm systems. Our SIA licensed security guards that deliver a fully integrated guarding and surveillance service for your development / construction sites / redevelopments and building demolition sites.

## Uniformed Manned Guards

With a 24 hour manned control room, our security officers are provided with invaluable information and advice when undertaking any situation

Citiguards limited are ideal and well suited for deployment at strategic and vulnerable locations. Being at the forefront of your business, our security guard services are one of the best securities in London. Greeting your customers with a warm welcome, we will also monitor access control for health and safety. With security guards at the front of your premises you will be at ease knowing you have professionals helping to secure your business. All our security guards are well trained to perform numerous security requirements. Security guards are necessary in order to keep employees and their belongings safe. All our security guards hold a valid SIA badge.

They are courageous, courteous and thoroughly committed to their business of guarding. Being professional and proactive. All security guards will watch and protect your company, premises, buildings, offices, personnel and assets around the clock throughout the year. You can enjoy peace of mind whilst they professionally carry out a range of security tasks.







## Retail Security

CCTV monitoring, Day patrolling, over night guarding, are just some of the services required for any type of retail security. With security guards across London we ensure your retail premises stays safe.

Citiguards limited we have vast experience working within the retail sector, securing long term contracts with high end vendors as well as with smaller but equally important enterprises. When it comes to providing security personnel to your business, we will always seek to get the balance right. Our guards are approachable but maintain the necessary attributes that are needed to improve and increase the profitability of your estate. Our guards are screened / vetted in accordance with the British Standards BS7852:3023. They are also trained to meet the British Standards requirements BS7499:2007. They are licensed under the SIA (Security Industry Authority) regulations.

## CCTV Monitoring & Installation

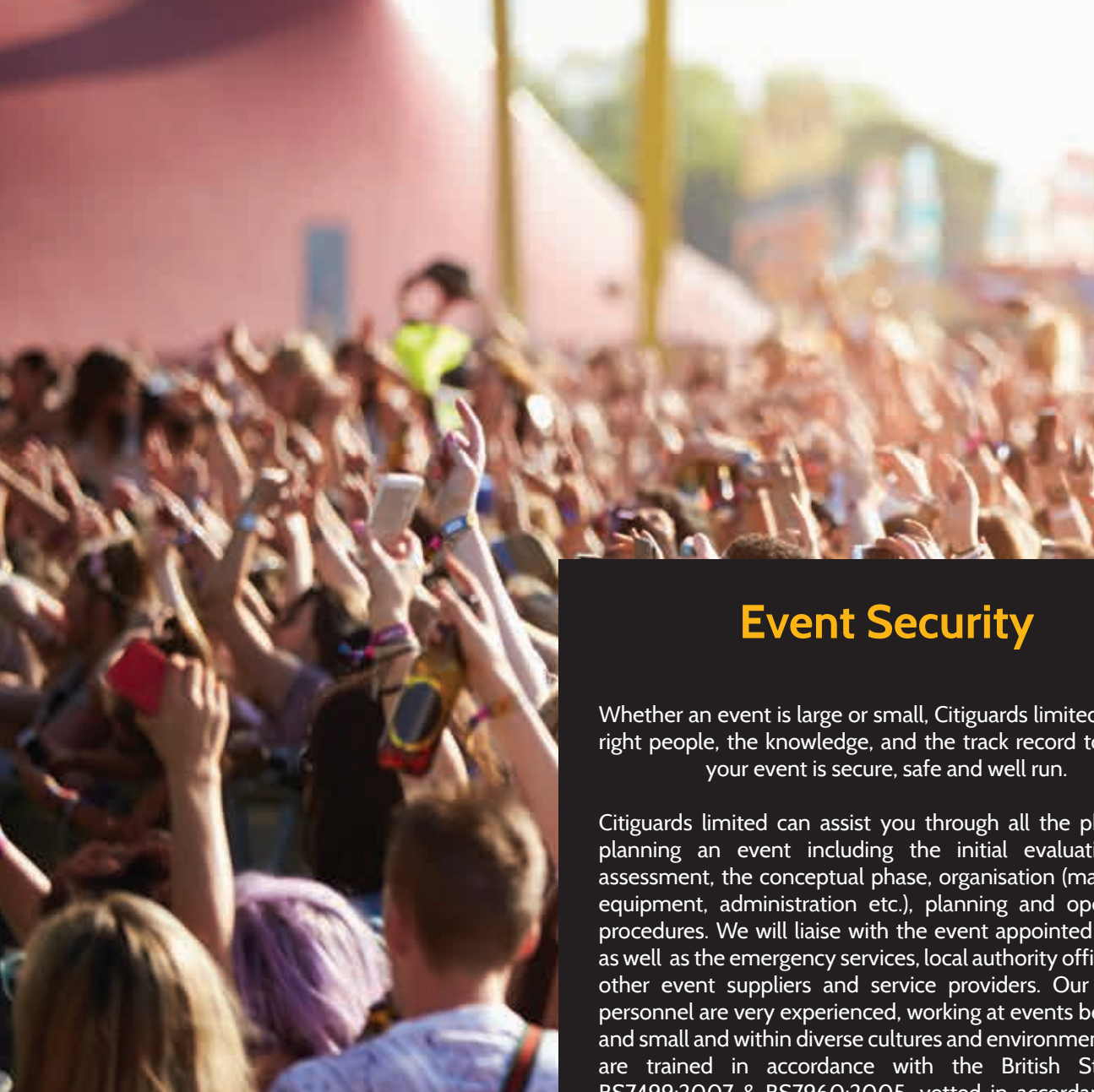
With CCTV monitoring or installation we have the solution for you with our 24/7 manned monitoring system and professional installation for your home, retail or business.

Citiguards limited offer security alarm systems which work effectively to protect your business. An effective alarm system will act as a strong deterrent to intruders, while alerting your staff & police should the need arise. We offer all levels of security alarm systems for your business, from audible warnings to highly sophisticated monitored alarm systems using CCTV / Smoke / Fire detectors. We use the latest alarm control equipment & detection devices giving bespoke system flexibility and ease of use. Our business intruder alarm systems are tailored to protect a range of commercial and retail portfolios from kiosks to warehouses and offices. All new alarm installations are designed to comply with the current European Standards for intruder alarms.

A risk assessment is also undertaken for all new intruder alarm installations to determine the insurance rise of the property. We can easily reduce guarding costs by combining guards with alarm systems.







## Event Security

Whether an event is large or small, Citiguards limited has the right people, the knowledge, and the track record to ensure your event is secure, safe and well run.

Citiguards limited can assist you through all the phases of planning an event including the initial evaluation and assessment, the conceptual phase, organisation (manpower, equipment, administration etc.), planning and operational procedures. We will liaise with the event appointed persons as well as the emergency services, local authority officials and other event suppliers and service providers. Our security personnel are very experienced, working at events both large and small and within diverse cultures and environments. They are trained in accordance with the British Standards BS7499:2007 & BS7960:2005, vetted in accordance with the British Standards BS7858:2012 and are licensed under the SIA (Security Industry Authority) regulations. In addition, they adhere to Citiguards limited internal policy which has a very strong emphasis on customer care.



## Mobile Patrol

Mobile security patrols are impromptu visits carried out at your property in accordance with your individual requirements by our SIA licensed, highly experienced, professional and uniformed security patrol officers.

Citiguards limited mobile patrols are tailored to the clients requirements and are often used to carry out periodic checks on premises and equipment and perform regular opening and closing premises, as well as attending to alarm activations. The service provides early crime detection from attempts to gain access to premises. Typically, the pattern of calls is kept random to prevent observers working out a predictable routine. Our 24 hour control centre monitors the performance of each mobile.





## All Emergency Cover

If you are faced with a security emergency cover, such as break-ins, shortage of staff etc. So if disaster strikes or things go wrong at home, office or work place, it's reassuring to know that help is at hand. Our 24 hour control room, will provide the emergency cover that will help you keep things running smoothly again. Additionally, they cost less than you expected.

## Key Holding

At Citiguards limited we operate fully insured, UK wide key holding services for commercial and domestic customers in accordance with the British Standards BS7984 requirements. Any keys we hold at our control centre or UK wide key holding banks are all monitored are security cleared and recorded. If our attendance is required our key holding service can link directly with our incident response team, thereby removing the need for and risk of having your own staff attend. Our key holding service can meet a dedicated member of your staff at an agreed location in the event of alarm activation. The security officer will accompany the staff member to check the premises and carry out any further action as required.

Citiguards limited are one of the best key holding services in the security industry. We are able to provide a national key holding and alarm response service, whether it is a single premises or a chain of sites throughout the UK. Our 24 hour control room is the single point of contact 365 days a year, offering alarm response services and an easy solution for your security requirements.







## Dog Handlers

Our onsite guard dog service has proved to be very efficient and a successful method of securing premises against would be vandals and thieves.

Professionally trained dogs  
SIA licensed dog handlers

Professional guard dog solutions for clients in London by professional security dog handlers using highly trained guard dogs. The security dog handlers covering London fully comply with all UK laws regarding guard dog security such as:

1991 dangerous dogs act  
BS7858:2006  
Guard dogs act 1975

The experts have high standards for security dog handlers to ensure a reliable and long lasting guard dog service for customers in London. The team offer guard dogs patrols and security dog handlers for clients in London from workplaces and venues in the UK.

We provide a fully self- contained kennel to be placed on site for the dogs to be housed in. The kennel is fully enclosed with proper ventilation shafts inside, with an automatic mechanism so that the dogs can be released from outside the perimeter fence after the cessation of work at your premises by one of your staff, therefore providing INSTANT SECURITY. Warning signs would be displayed around the perimeter of the premises giving added protection as well as notifying the general public that there are guard dogs on the premises.

K9 Services in London highly trained guard dogs accompanied by professional security dog handlers covering London. The reliable security dog handlers alongside their guard dogs offer clients in London a cost effective, guard dog solution because guard dogs offer:

Strong visual deterrent to would be intruders  
Highly tuned canine senses  
Effective patrol coverage of large areas

The dog handlers have extensive experience in securing a wide range of venues and business environments for all types of clients.



## Security Insurance

**At Citiguards Ltd, we understand the importance of retaining a dependable insurance plan to provide cover for any potential eventuality.**

Below is a comprehensive list for different insurance policies, up to the values indicated.

## TOP LEVEL INSURANCE POLICIES:

£10,000,000 for employer's liability – legal insurance for our employees £10,000,000 for public liability  
our liability insurance to members of the public £2,000,000 for inefficacy – to cover the client's tangible goods  
£2,000,000 for products liability

### LOWER BRACKET INSURANCE POLICIES:

Fidelity bond included – cover for loss or damage to client's property or money Loss of keys included cover to replace locks and keys

£100,000 professional indemnity  
£100,000 directors and officers

If you would like further information on any of our insurance policies,  
please contact us on 0208 855 3117

## QUALITY ASSURANCE

At Citiguards, we believe in maintaining the highest quality of security services for every one of our clients. We belong to a number of associations who regulate standards so that we can continue working at a high level, and so you are pleased with the overall quality of service.



## Your Notes

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**Get CitiGuards Security Limited Today!**

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