

COMPANY PROFILE



CITIGUARD
Protection Services

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The following is a brief synopsis of our company and its history. It details the strength, financial stability, resources and project experience of **Citiguard Protection Services Pty Ltd** in implementing and managing comprehensive business security solutions.

At Citiguard, "*Our business is your peace of mind*" – we handle the Security needs of your business, allowing you to focus more on your company's core activities. This brings increased efficiency and can promote a better bottom line.

We provide services to the domestic, corporate, non-profit and government sectors, with emphasis on:

Alarms and Security Systems

Intruder Alarms, CCTV and Access Control.

Security Personnel (permanent or casual)

Guard, patrol and alarm response services.

Back to Base Alarm Monitoring

Alarm and device monitoring, plus patient welfare.

This profile will go through each of the above service areas and show what Citiguard can do to help you achieve the level of security you want. At the end, there is a list of significant organisations that we have serviced over the years, or currently work with as clients.

CITIGUARD



ABOUT US

Established in 1966 as Pendergast Security Services, Citiguard is a 100% Australian owned and operated company. Our long industry experience means that we have the contacts and the know-how to meet your needs and get the job done. Based in Sydney, we implement and manage Security Solutions for clients across Australia.

Citiguard is currently in its second generation of family ownership, headed by Mark Pendergast, son of the original founder.

Our mission focus is the protection of people, homes, information and property from crime, fire and other security risks. Our client base is vast, encompassing over 5,000 residential, business and government customers.

We believe our ability to provide a high quality service at an affordable price is the true test of professionalism. If we don't perform at the level of your expectations, then we lose you as a client - and we haven't been around for 40 years by losing clients.

So whether you require a business security system, back to base alarm monitoring, security guards, security patrols or any of our areas of expertise, your protection and the security of your people, premises and valuables is our first and last concern. Your peace of mind and satisfaction is our first and last goal.

OUR RESOURCES

With the available resources of over **200 personnel**, our stable and consistent growth enables Citiguard to provide ongoing support to our clients. This makes us an outstanding choice as a long term provider of permanent and casual security personnel.

Citiguard then complements its guard capabilities with a wide range of Alarm Installation and Monitoring services, forming a comprehensive security solutions portfolio.



Arthur Pendergast, Founder



Mark Pendergast, Director



Citiguard Head Office

SECURITY SYSTEMS

Alarm System Design and Installation

Citiguard has the expertise to design, implement and maintain security systems and projects both large and small. Installations can vary considerably in scope and technology, and may include such elements as:

- Intruder Alarm Systems
- Closed Circuit Television (CCTV)
- Access Control Systems
- Keyless Entry, Swipe Cards, Keypads
- Biometric Readers
- Infrared Sensors (IR Detectors)
- Outdoor Perimeter Detection
- Medical & Temperature Alarm Monitoring
- Phone Link to Our Security Monitoring Centre
- Optional Wireless Link to Monitoring Centre
- Panic Buttons
- Holdup Buttons

We can customise our services to closely fit the client's needs. Further installation options can include:

- Large-Scale Building Management Solutions
- Integrate w/Existing Corporate Security Systems
- Automated Car Park Gate & Boom Systems
- Paging and Intercom Systems
- Nurse Call Buttons
- CCTV Camera Remote Access, over the Internet

Service and Maintenance

Citiguard's Servicing Department offers tailor-made routine preventative maintenance programs to cater for each client's individual needs.

Additionally, for unexpected breakdowns, our **24-Hour Control Room** ensures that any service calls are handled as quickly as possible. This can minimise potential liability and downtime, and will help to get your systems back into working order, fast.



SECURITY PERSONNEL SERVICES

Security Guards

Citiguard's guard and patrol services draw from our 40+ years experience in the industry. *"We offer security personnel you can depend on."*

Any security staff employed by Citiguard are fully qualified & licensed as per the Security Industry Act 1998. Each guard must hold a current First Aid Certificate, and we have OH&S Green Card and Traffic Control Accredited guards available.

A security guard on site brings more than just another pair of eyes: it brings peace of mind.

Citiguard can provide guards with any of the following attributes or functions:

- Uniformed, Plain Clothed, or Formal Attire
- Store Security Officer, Retail Loss Prevention
- Personal Bodyguard
- General-Purpose Business Security Guards
- After-Hours Security Escorts for Staff
- Crowd Control, Event Security Management
- Guards for Concerts, Parties, Gatherings and Weddings
- Concierge Service / Front Desk Security
- Car Park Gate Operators, Traffic Controllers
- Construction Site Security Guards
- Emergency or Casual Guards
- Building Management

Mobile Security Patrols

For companies or residences which may not need a constant on-site security presence, security patrols are an excellent cost-effective alternative. We offer:

- Alarm Responses
- Lock-up Service / Site Inspection
- Random Patrols
- Staff Escorts and Welfare Checks
- Machinery and Alarm Checking
- Casual Patrols
- Night or Day Patrols



BACK TO BASE ALARM MONITORING

Based in Sydney, Citiguard's Grade 1A Control Room offers 24-hour back to base alarm monitoring for both existing and newly installed security alarm systems. This service is provided to government, business and residential clients across Australia.

We monitor all common types of security alarms and can also monitor for:

- Panic Button Signals
- Holdup Button Signals
- Medical Alarms
- Industrial Alarms
- Mains Failure
- Low Battery Signals
- Alarm Tampering
- User ID Used to Arm / Disarm
- After Hours Entry
- Alarm Test Reporting Signals

Also, controlling access to your business is easier with back to base monitoring. We can arrange it so that your alarm system advises our back to base control room operators if it is not armed by a specific time each evening, or if there is an after-hours entry. You can also request reports on all incidents, even each arming and disarming of the alarm system.

Monitoring can be enabled on many existing security alarms. Or we can install a new back to base alarm in your premises, and hook it up to our control room.

Citiguard Security's back to base alarm monitoring service is a great way to keep watch over your premises, any minute of the day, without having to be there at all - and without having to worry about it.



24 HOUR ALARM RESPONSE

Citiguard's Security Alarm Response services are coordinated through our Security Control Centre, located at Strathfield South in Sydney. With the assistance of our national response network, we can provide coverage in every state in mainland Australia.

We are among a select group of companies in Sydney that can truly supply 24/7 alarm response. We currently provide Alarm Response and Site Attendance Services to a diverse range of clients and properties, including:

- State and Federal Government Institutions
- Retail, Commercial and Industrial Properties & Facilities
- Financial Institutions
- Hospitality and Tourism Sites
- Residential Premises
- Healthcare Facilities
- Other Alarm Monitoring Centres
- Other Security Companies

Our alarm response services are tailored to meet your needs. The response may include one or a number of the following services, or can consist of unique requirements tailored to each site:

- Contacting personnel specified by the client
- Sending a Patrol Vehicle to Site
- Dispatching a Guard to remain on Site
- Directly contacting Police, Fire Brigade, or Glass Repair
- Contacting other emergency response and attendance services as required
- ATM Tamper Alarm Response

Citiguard Security can hold the keys and codes to your property, so that our Security Patrolmen can perform an internal inspection of your premises in the case of an alarm response.



CLIENTS

Some of the organisations that have benefited from our services include:

Government

Ashfield Council
Balmain Hospital
Bankstown Council
Canada Bay City Council
CRS
Department of Defence Maintenance
Hornsby Council
Job Support
Kogarah Council
Manly Council
Ministry of Transport
National Parks
NSW Police Stations (Multiple)
NSW Police Legacy Association
Ryde Council
Warringah Council
Wyong Council

Non-Profit/Community Organisations

Australian Labour Party
Churches of Christ
Domremy College
Garvan Institute
NSW Nurses Association
SDA NSW
Southern Cross Vocational College
St George Sutherland Community College
Strathfield Private Hospital
Teachers Federation
United Protestant Association
Victor Chang Institute

Commercial

Amcor
Audi
Bose
Col Crawford Motors
Hume Doors and Timber
McPhee Transport
Rams Home Loans
Ricoh
Roadshow Entrainment
Roche
Versacold

Real Estates

Century 21
Elders Real Estate
Laing & Simmons
LJ Hooker
PRD National
Raine & Horne
Ray White Real Estate
Richard and Wrench
Taylor Nicholas

Builders

AV Jennings
Baulderstone
BMD Constructions
Bovis Lendlease
Buildcorp
Paytner Dixon
Southern Cross Constructions
St Hilliers
Sydney Building Services
Thiess

CITIGUARD IN THE COMMUNITY

Supporting the community in the prevention of crime is a fundamental element of our day-to-day business activities. At present, Citiguard is actively involved with a number of programs and organisations that include:

Australian Security Industry Association Ltd (ASIAL)
Neighbourhood Watch
State Emergency Services (SES)
Various Council Projects

SUMMARY

For nearly half a century, Citiguard has been tailoring security solutions Australia-wide.

By selecting us as your security provider, you will:

- Benefit from the experience of an Australian company that has been trading for over 40 years
- Commission a security provider that is committed to quality management, customer service and O.H.& S.
- Have access to leading edge technology for the protection of your people and assets
- Be utilising a contractor with a proven track record in the provision of residential, corporate and governmental security solutions.

At Citiguard, *"Our business is your peace of mind."*

Free quotes can be provided for all services we offer, large and small - [contact us today!](#)



Audi



Australian Government
CRS Australia



Warringah Council



Australian Government
Department of Defence



City of Ryde



Australian Government
CRS Australia

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