



CITIZEN GROUP OF COMPANIES  
مجموعة شركات السيتيزن



# مجموعة شركات السيتيزن CITIZEN GROUP OF COMPANIES

*Our aim is to give you clean, secure and healthy environment.*

## CITIZEN GROUP

Dubai • Sharjah • Abu Dhabi



[www.citizengroup.ae](http://www.citizengroup.ae)

# ABOUT US

Since its inception in 2009 in Dubai, Citizen has grown a considerably large work force servicing many of Dubai most well-known companies and organizations and in other state of UAE. Citizen is a professional company in Dubai offering a wide range of Services in Cleaning, Security, pest control and Maintenance. Our success lies in our diversity, which contributes immensely to the growth of the Group.

Our main focus is on our service that we provide to our clients. In an industry where knowledge and experience counts, our talented team of key personnel enjoy a wealth of experience, providing in-depth understanding of your particular needs and requirements, which are unique to every building.

## VISION

To excel beyond all others and be the most reputable organization known for delivering professional, innovative and quality facilities solution with an enthusiastic, pro-active customer focused approach.

## MISSION

Provide our customers a level of service unequalled in the facilities services. Create a cooperative atmosphere that reflects the personality of a successful, vibrant and enthusiastic company. Develop an organization that will encourage all people to prosper and grow to their full potential.

## OUR QUALITY OBJECTIVES

To make sure we specifically understand each customer's needs before we start delivery. To upgrade the services/technology we use and knowledge of all personnel through training. To consistently provide cutting edge knowledge and information as per national and international standards. Achieving customer satisfaction through the combine efforts of planning, resource management, delivery of services and feedback from our clients.

## SUPPLIES

We carry high quality products in reasonable price. Our products and services are field tested and approved by Ministry of the Environment. We use high quality product in our day to day task for building maintenance and janitorial process.

We provide a full line of sanitation, pest control and maintenance chemicals for professional use, including detergents, disinfectants, hand cleaners, degreasers, deodorants, lubricants and floor finishes.

# MESSAGES

Please read what our directors say about our companies



**Mr. Mohamed Aslam**  
Managing Director

“Citizen is a professional group in Dubai offering a wide range of Services in cleaning, security, pest control and maintenance. We are rendering the most-awaited solutions to the problems of both Commercial and Non-Commercial sectors.

We take care of all your needs all years long. Citizen group of companies is equipped to serve with trained, experienced, insured and bonded staff. Our wide array of services gives you all the solutions with the quality you expect and deserve.

Our success lies in our diversity, which contributes immensely to the growth of the Group. We provide professional, reliable and trustworthy services. When you hire Citizen you are hiring a company who cares about you and your premises. We promise to give you our best at all times!.

We have been constantly examining the market to find new product and service areas to become involved in, and try to be updated by going after new ideas which are emerging in the international market.

I thank all our well-wishers, customers, government & financial institutions, employees and other stakeholders for their whole-hearted support and contribution in the success of Citizen.”



**Mr. Yasir Arabath**  
General Manager

“Citizen group of companies ensures all the customers with their performance in fields of Cleaning, Security and Maintenance. We are proud to say since we started the company in 2009 we have achieved what we expected to achieve in the past years, we would like to thank with heartfelt of respect for all of our customers for being with us from the beginning, also for our dedicated employees.

We are proud of our well experienced and professional employees. In our approach our staff is the main asset for our company. They helped us in raising high with their responsible and dedicated work. Citizen provides many different type of services since 2009 to every client to their day to day business and personal needs by implementing new services in a friendly and flexible stage, also being willing to go extra miles by being a supportive service partner to make you comfortable with your daily works.

We are well aware of our responsibilities and obligations as best service provider. We feel very proud of the fact that, while we earn, we are also able to give back to the customers in which we operate.

We look forward to hearing from you and to keeping you updated on our progress.”



**Mr. Mohamed Malik**  
Executive Director

Citizen Group of Companies is a well established company managed by highly qualified professional people and we recruit candidates from various countries (Nepal, India, SriLanka, Egypt, Cameroon, Ghana, Uganda and Pakistan).

The skill ability to guage the recruitment of the client commitment to work and determination to achieve the goal to the fullest satisfaction of client is the basic aim of our organization force. Through their unique combination of skills, competencies, knowledge and favorable experience, CITIZEN GROUP is able to offer services ranging to wide variety of Organizations.

We are committed to matching both the client's and the candidate's needs for a perfect relationship. Our mission is to develop long-term partnerships with our clients to provide innovative, professional search services. These relationships are built on integrity, commitment and mutual trust. By exceeding our clients' expectations, we advance the achievement of their corporate goals, making CITIZEN GROUP one of the most reliable Organization in UAE.

## SERVICES

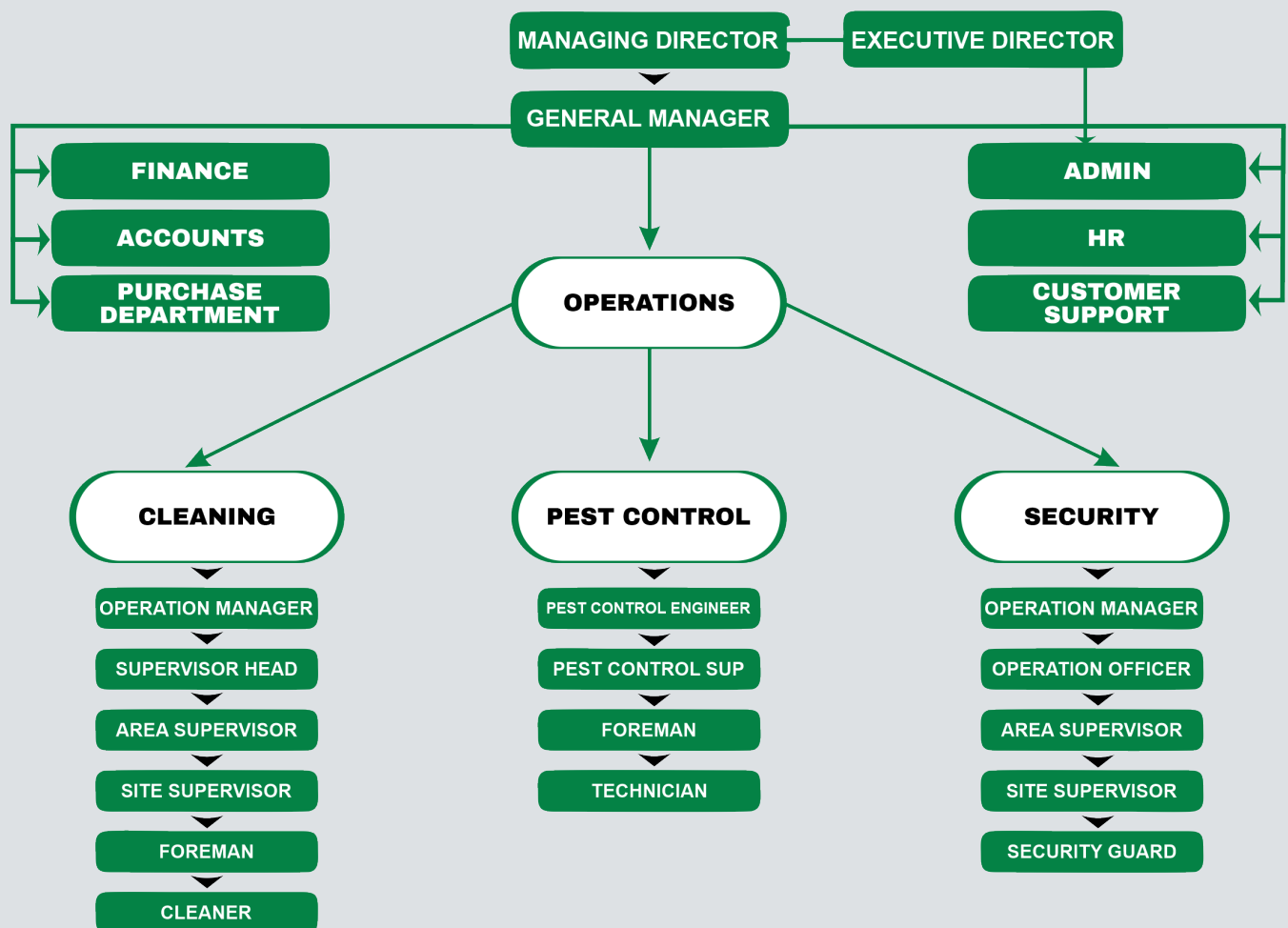




# ORGANISATION STRUCTURE



CITIZEN GROUP OF COMPANIES  
مجموعة شركات السيتيزن



# SERVICES

OUR AIM IS TO GIVE YOU CLEAN, SECURE AND HEALTHY ENVIRONMENT

## Our Services



**CLEANING SERVICES**



**SECURITY SERVICES**



**OFFICE BOY SERVICES**



**PEST CONTROL SERVICES & DISINFECTION**



**EXTERNAL GLASS CLEANING SERVICES**



**MAID SERVICES**



**BUILDING MAINTENANCE SERVICES / MEP**



**WATER TANK CLEANING SERVICES**

## CLEANING SERVICES

**Our Cleaning is not just to clean but to feel happiness**

**We delivering professional, innovative and quality cleaning solution with an enthusiastic, pro-active customer focused approach**

We provide professional office cleaning services to match your requirements. As all offices or work spaces are different in size and layout, we recommend making an appointment to visit your premises first.

Following that, we will design a customised package and quotation based on your requirements. This can be done very promptly. All you need to do is to give us a call and we will organise a free survey and provide a quotation within 24 hours.

Besides offices, some of our clients we provide this service to include factories, showrooms, leisure centres and religious places of worship.

Most of the people living in Dubai are leading a busy life between home and office. You don't get enough time to spend on cleaning and other household activities. So



you need assistance in managing the house cleaning, ironing, laundry, etc. We are providing professional and reliable Cleaning Services in Dubai. Our part-time maid helps you to manage your house thoroughly. And you will have more quality time to enjoy your life with loved ones.

You can save your precious time and get on with the fast pacing Dubai life instead of worrying about taking care of your house. You are getting a dedicated maid with a professional cleaning service tailored to your home. They come to your home with the best equipment and products to give you a expert service at an affordable price. Our homemaid are entirely trustworthy so that you can leave your home and children with them. We provide full training in house cleaning and organizing for delivering quality service.

## SECURITY SERVICES



**CITIZEN HAS A TEAM OF HIGHLY SKILLED  
AND EXPERIENCED PROFESSIONALS  
TO PROTECT OUR CLIENTS BUSINESSES,  
EMPLOYEES AND ASSETS**

Citizen Security Services has a presence of over a decade in UAE. Our security guards protect persons , property, equipment's, secures and enforces strict standards of conduct at all our client locations.

We offer customized services and reports as per business and needs which require constant and close monitoring combined while maintaining strict discipline & code of conduct.

We help you in managing security services more effectively and efficiently. The difference with Citizen Security Services is our dedication to client satisfaction and to our community.

## PEST CONTROL SERVICES & DISINFECTION



**PROFESSIONAL PEST CONTROL SERVICE  
PROVIDER IN UAE WITH APPROPRIATE  
EQUIPMENTS AND RELIABLE PRODUCTS,  
OFFER A PEST FREE ENVIRONMENT**

In UAE, the dangers of pesticide exposure have only been recently uncovered. In 2010 and 2011, the Poison and Drug Information Center (PDIC) at the Health Authority – Abu Dhabi (HAAD) reported as much as 200 poison-related cases, of which 27 cases were caused by accidental pesticide exposure, either via inhalation or ingestion.

Reports say that out of the 25 cases of non-fatal exposure to pesticides in 2010, three cases led to kidney failure. However, it seems that children are the most common victims of pesticide poisoning. Only recently, a set of five-month old triplets, two-boys and a girl, spent days in the hospital following pesticide inhalation.

Pesticides enter the body via three routes: through the skin, ingestion and inhalation, and the severity of effects of pesticides on the overall health condition of the individuals vary depending on the system involved as well as the manner and duration of exposure.

Pesticides may lead to skin or eye irritation, may cause cancer and can seriously impair the nervous, respiratory and gastrointestinal systems. These manifestations are usually congruent to prolonged pesticide exposure or may be due to a single, yet large-dose pesticide exposure.

## BUILDING MAINTENANCE SERVICES / MEP

### ELECTRICAL MAINTENANCE

Passing few years Citizen's have established ourselves as a good brand in Repairing the electrical, Lights work and transformers as well as providing repairs and maintenance of building breakdown area.



### PLUMBING MAINTENANCE

Citizen's Technical Services servicing specializing in commercial and domestic plumbing maintenance. We offer a professional and prompt service for all our clients on time.



### MECHANICAL MAINTENANCE

Maintenance Services will give you the confidence that qualified personnel are handling your job; we offers a comprehensive, single source solution to professionals who oversee commercial, retail, industrial and apartment property, by offering services to meet your core requirements.



## EXTERNAL GLASS CLEANING SERVICES



Citizen has very professional team of expertise in external glass cleaning; all the members are well trained in reputed institution. External Glass cleaning is the method of achieving safe work position even as working in height.

Citizen's has a wide scope of services in external glass cleaning such as Windows Cleaning, high-rise building cleaning, high level painting etc.,



Rope Access Citizen's trained rope access professional teams carried out cleaning services many inaccessible areas. Our technicians are trained and certified by IRATA follow the international safety standards and best practice to deliver site specific service solutions. Using the latest rope access techniques, equipment and specialist technicians, we are providing safe and cost efficient services to our clients. Window / Façade cleaning Due to external pollution your building or office window will get grimy; these windows of your building are the image you present to the external world. We specialize in cleaning windows of your offices, shops, banks, clinics, showrooms as well as high rise window cleaning with difficult access. We use the most cost effective and safest method or combination of methods for your site, either griddle or boom lift . We are using eco friendly cleaning chemicals. Our highly trained professional team provides best quality of services on, daily, weekly, or monthly basis without interrupting your routine work. This team's intensive cleaning solutions resulted on your windows and façades are clean, spotless, and shiny. We can also schedule the delivery of our services at your most convenient time.

## WATER TANK CLEANING SERVICES



Domestic, Commercial and Industrial water systems are supplied water from dedicated water storage tanks through local water supply systems. Contaminated or dirty water is potentially a very severe health hazard, badly maintained water storage tanks are a major contributory factor bacterial growth. All water tanks and the associated pipelines must be regularly inspected, maintained, cleaned and disinfected. Clean water is absolutely vital for endurance of human life, Sediments scale and algae get deposited on the walls, ceiling and floor of the water tank. Checking physically and maintaining water tanks is essential to ensure our health and safety. It is important to keep water storage tanks and supply lines must clean to ensure free of bacteria and virus which is harmful to human life. Scaling and blockages in supply line reduces water flow. Unclean tanks are breeding ground for harmful bacteria like Legionella, Salmonella and E-coli which makes the water unfit for human use and consumption According to Dubai Municipality guidelines for control Legionella in Water Systems dated 25/06/2010. Water systems have to be kept clean to reduce the nutrients available for bacteria growth. Regular visual inspections should be made at least every month to avoid the build-up of dirt, organic matter or other debris. All water systems which create a water spray or aerosol and Spa pools must be treated and maintained to minimize the risk of Legionella bacteria contamination. Ideal water storage tanks should be cleaned bi-annually to ensure proper hygiene and water safety. We provide complete cleaning and sanitation of water tanks & Pipeline and once cleaning is completed, we will submit water samples to external labs approved by Dubai Municipality for detailed analysis to ensure that water being delivered meets the safety and hygiene standards and is fit for human use and consumption.

## OFFICE BOY SERVICES





The Office Boy job carrier is various office job obligations – this is an entry level position. They have to offer water, tea and soft drinks to the visitors and staff, manage files, documents and provide them to the staff when asked.

To open and close office on a daily basis

To Organize and secure materials and household supply cabinets.

To deliver and pick-up mail, messages, documents, packages and other items to and from government offices, the post office, or any other location that may be required.

To deal with basic administrative duties.

To answer incoming calls, routing them to the proper individual and taking messages when appropriate.

To organize and maintain records.

To make photocopies of reports and correspondence.

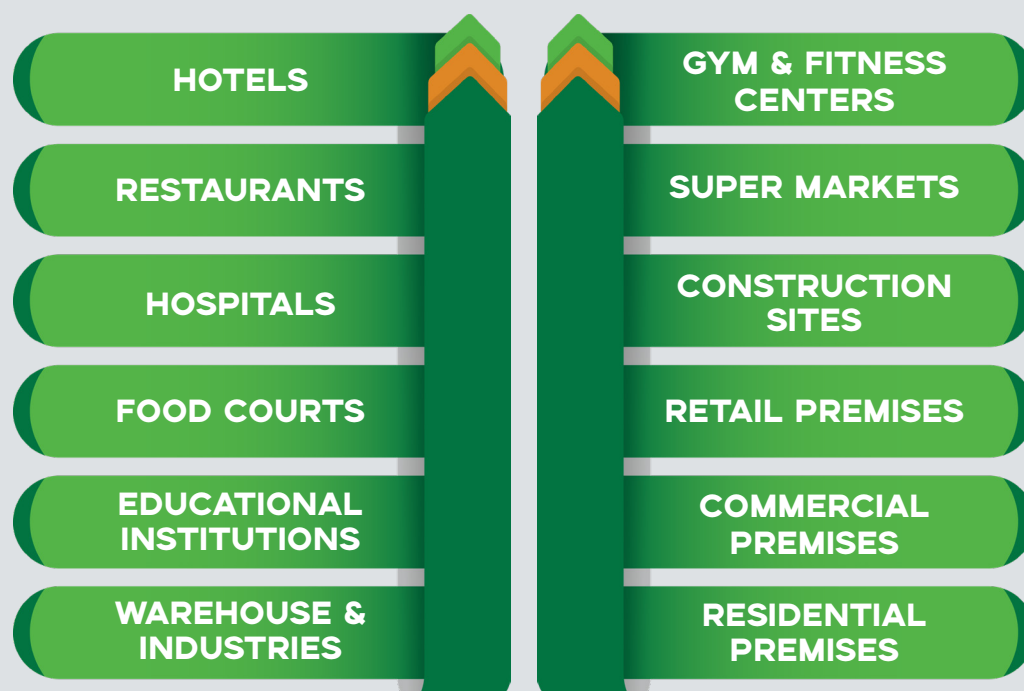
To coordinate the maintenance and repair of office equipment like Printers & Fax machine, etc.,

## MAID SERVICES

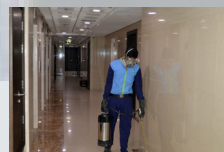
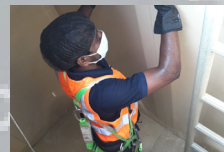
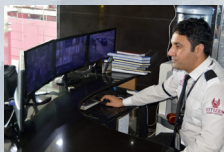
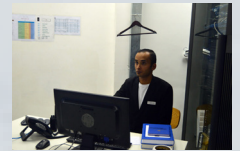
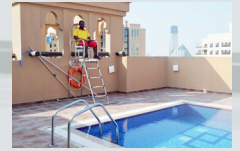


Our Maid service provides best professional assistance to homemakers, working women and others for their day to day assistance in general cleaning requirement. Whether in home or office we provide high quality of service with highest care to your requirements and satisfaction. Our regular and one off services are most cost effective with highest standards. Our maids are well trained and punctual will arrive at your convenience Benefits of our services Cleaning service tailored of your home Competitive rates Flexible and convenient online booking Provide service in Major areas of Dubai and Sharjah Our Management and monitoring system helps to avoid any unwanted incident

## APPLICATION AREAS



# GALLERY



## OUR CLIENTS

**FAB1** PROPERTIES  
أبوظبي للتطوير العقاري

**SBK**  
Real Estate

*La*  
**MARQUISE**

*Cityland*  
MALL

مؤسسة الإمارات العقارية  
Emirates Real Estate Corp.

**L SONDO**  
HOLDING

**تسهيل**  
TAS'HEEL

**Jacky's**  
ELECTRONICS LLC

**APPAREL**  
Where dreams come alive | GROUP

**Hashemizadeh**  
since 1954

**West Zone**  
Group

**JUMA AL MAJID GROUP**

**EXCLUSIVE HOTELS**

**ARENCO**  
REAL ESTATE

**أفيفو غروب**  
AVIVO GROUP

**مجموعة المايا**  
Al Maya Group

**Dubai Miracle Garden**

**super bonanza**  
HYPERMARKET  
**سوبر بونانزا**  
هايبر ماركت

**Al Brajem**  
REAL ESTATE

**All Day**  
Supermarket

**R**  
**RIVOLI GROUP**

**Madina Mall** مول مدينة  
SHOPPING SPIRIT

**التوفير هايبرماركت**  
**SAVINGS**  
HYPERMARKET  
"Let's Save"

**مجموعة اليوسف**  
AL YOUSIF GROUP

**FRENCH BAKERY**  
Est. 1997

**M**  
GALLERY  
BY  
SOFITEL





CITIZEN GROUP OF COMPANIES  
مجموعة شركات السيتيزن

**OFFICE NO: 907**

**PLATINUM BUSINESS CENTER**

**AL NAHDA-2, P.O.BOX NO: 98322, DUBAI- U.A.E**

**info@citizengroup.ae**

**+971 4-2204949, +971 4-2204477**

**www.citizengroup.ae**

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