Examining the Implementation of Security Protocols in a Commercial Establishment

[1]Rodito U. Pantaleon, [2]Dodelon F. Sabijon, [3]Carl Jay D. Mahinay, [4]Mohamadsamer P. Mamasalagat

[1]College of Criminology, Colegio De San Antonio De Padua, 6004, Guinsay, Danao City, Philippines

[2]Graduate School, University of Cebu Main Campus, 6000, Sanciangko Street, Cebu City, Philippine

[3,4]College of Criminal Justice Education, Pagadian Capitol College Inc.,7016, Tuburan District Pagadian City, Philippines

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ABSTRACT

This study examined the implementation of security measures in the loading area of Super Metro Store, Mandaue City, with the aim of identifying gaps and proposing an action plan for improvement. Using a descriptive-correlational research design, data were gathered from 95 respondents composed of organic and outsourced personnel through a researcher-made survey questionnaire. Findings revealed that security measures related to vehicle access control, personnel access control, merchandise system control, and documentation procedures were generally fully implemented, although some practices such as strict verification of padlocks and seals, documentation accuracy, use of metal detectors, and compliance with personal protective equipment showed lower levels of consistency.

The study also identified persistent challenges, including heavy traffic in the loading bay, delays in loading and unloading operations, supplier non-compliance with procedures, overstaying personnel, and merchandise quantity discrepancies. These issues indicate that while protocols exist, stricter enforcement, capacity building, and enhanced monitoring systems are needed to reduce risks such as pilferage and shrinkage. Based on the results, an action plan was developed to strengthen the overall effectiveness of security measures within the establishment.

Keywords: Security Measures, Access Control, Loss Prevention, Commercial Establishment, Documentation Procedures, Operational Issues

INTRODUCTION

Background of the Study

Security measures within establishments are crucial for safeguarding both clientele and products. Various security and safety measures are implemented to protect essential property and to prevent threats, whether man-made or natural, that could cause damage and losses to a company. However, discrepancies in the implementation of these measures can go undetected, often due to human error or misjudgments (Wakefield, 2012). For commercial establishments like Super Metro Mall, effective corporate risk and security management significantly impact viability and profitability (Hamilton, 1999). Therefore, it is essential to provide necessary security measures and continuously assess their effectiveness, leading to improved security measures applicable to specific conditions, times, and available manpower if current measures are found lacking (Wakefield, 2012).

At Super Metro Store, the loading area is a critical point for receiving goods and merchandise from suppliers, central warehouses, and other branches. This same loading area also serves as a passageway for contractors, tenants, and other personnel working in the mall during both day and night operations. Similarly, goods pulled out from the facility are processed through this area. The loading area currently employs existing company security measures, including compliance checks for vehicle delivery and material inspection, as well as

procedures for the release and entry of stocks (Skorna et al., 2011). It is vital for security guards to receive training and orientation on the use of company documents and proper adherence to receiving policies and procedures for goods delivered to the store (Fischer & Janoski, 1999). During peak seasons, the volume of goods and merchandise increases due to customer demand, often resulting in prolonged storage of merchandise in the loading area, sometimes for days, which further complicates security measures and heightens security risks (Skorna et al., 2011).

Common incidents at the loading area include shrinkage, pilferage, theft of stocks, discrepancies, losses, damages, and undocumented incoming and outgoing merchandise. These issues render the store's loading area a high-risk and vulnerable environment where undesirable events can occur at any time due to existing factors. The objective of this study is to ensure the comprehensive protection of assets and the prevention of losses or damage to stocks and merchandise in the loading area, as well as other identified areas requiring protection. The study aims to evaluate the effectiveness of the security measures implemented in the loading area to address these problems and to propose more efficient security and safety measures to promote loss reduction and prevention (Greggo & Kresevich, 2010).

Theoretical Background

This study is anchored on the Situational Crime Prevention Theory by Clarke and Mathew. The theory suggests that crime is not spread evenly across all places, people or times and, to be effective, preventive measures must be directed to where crime is most concentrated. Focusing on “hot spots” or those places with a high rate of reported crimes or calls for assistance has proved useful in directing police patrols and crime reduction measures. Similarly, giving priority to repeat victims of time has proved to be an effective use of prevention resources. There are sixteen techniques in situational crime prevention: target hardening; entry and exit screening; target removal; rule setting; access control; formal surveillance; identifying property; stimulating conscience; deflecting offenders; surveillance by employees; reducing temptation; controlling disinhibitors; controlling facilitators; natural surveillance; denying benefits; and facilitating compliance (Fennely, 2012).

The Routine Activity Theory by Cohen and Felson, revolves around three things: a potential offender, a suitable target and the absence of capable guardian. All three must come together in areas of work, play or leisure for criminal activity to be realized. Routine activity theory uses the same rational methodology as situational crime prevention techniques for a basis. Therefore target hardening due to the lack of capable guardians, plays an important role (Fennely, 2012).

This study is further supported by Jhon Bernard’s theory of safety culture, which states that facility is an important commercial risk. Following an accident, the lack of good safety management system, compounded by a poor safety culture, is a charge often laid on organizations. Accidents can take up to thirty percentage points off annual profits and, often, failure to manage safety has a much larger social cost that can involve fatalities or serious injury to a member of the workforce and public. Dr. Taylor argues that to minimize risks, any hazardous facility requires robustly engineered safety systems, an effective management system and a developed organizational safety culture (Taylor, 2010).

Ideally, all deliveries for high risk facilities should take place at a dedicated off site receiving dock where all deliveries can be properly checked. Then, transit delivery by controlled vehicles bearing seals from dedicated receiving dock can assure the safety of the facility from unverified vehicles. The vehicles should also be queued, checked and sealed at some distance from the facility. It is important to note everything about the physical and operating environment of the shipping or receiving at the loading area including risk or theft mitigation strategies (Norman, 2010).

In terms of functional layout and reduction of risk in a commercial establishment, unsecured areas such as the lobby, loading dock, mail room, garage and retail areas need to be separated from the secured areas of the building. Ideally, these unsecured areas are placed exterior to the main building or along the edges of the building. For instance, a separate lobby pavilion or loading dock area outside of the main footprint of the building provides enhanced protection against damage and potential building collapse in the event of an explosion at these locations. Similarly, placing parking areas outside the building can be highly effective in reducing vulnerability

to catastrophic collapse. If it is not possible to place vulnerable areas outside the main building, they should be placed along building exterior (Federal Emergency Management Agency, 2003).

Strict control of all vehicles entering or leaving a controlled area should be maintained. Parking lots should be located outside of all cargo exchange and controlled areas. The only vehicle entering or leaving a controlled area should be bona fide cargo-carrying or cargo-handling equipment or emergency vehicles. Of primary concern to the security staffs are the cargo pickup and delivery vehicles and freight forwarder vehicles. These vehicles should be both checked in and out, with adequate records maintained to ensure that they are the vehicles authorized for specific cargo movements. The facility vehicles generally remain on the facility but should be properly recorded if they are required to leave the facility. The cargo carrier vehicles should be inspected and documented when arriving or departing. It is essential to maintain accurate records of all cargo-carrying vehicles entering or leaving controlled areas (Fennelly, 2012).

A close inspection of all trucks entering or leaving a facility should be a general requirement. An orderly system should be established to limit and control the movement of trucks and other conveyances within controlled areas. All trucks and conveyances entering a controlled area should be required to pass through a control gate guarded by security. Truck drivers, helpers, passengers and vehicle contents should be carefully screened (Fennelly, 2012).

Loss controls are the concepts of loss prevention and loss reduction. The term loss control as opposed to loss prevention suggests that not all losses are preventable. Accordingly, the goal is to prevent losses to the extent possible and control the consequences when loss occurs. Some loss control measures serve to prevent losses while others serve to reduce the extent of a loss. Understanding of the concept of loss prevention versus loss reduction better enables one to evaluate loss control needs and implement measures that properly address loss exposures (Siljander, 2008). Ugbaniel (2013) considered the level of work –related capabilities of security guards in terms of decision making.

In a commercial establishment, the security measure covers on the layering of security, the first layer of security is the physical barriers such as fence, CCTV camera, human, lights of the parking area and other alternative signage's for security and safety purposes. According to Clarke, the first layer of security is frequently a neglected area. Perimeter security should be used to minimize entry and exit points as far as possible. Fences must be sturdy, with attention to the strength of the base sections. A basic principle is that in most cases a front entrance should be as open as possible to natural and employee surveillance, with low shrubbery, transparent fencing, and as few hiding places as possible. Fortification of grills and shutters is essential for facilities that have ready public access, such as sporting clubs on public land and school canteens. As a rule, the less guardianship there is the more target hardening is required. Interiors should be compartmentalized so an intruder is prevented as much as possible from moving between sections of the building and between rooms. Internal sensor lights can be useful for exposing intruders (Greggo and Kresevich).

Morris (2004) studied the impact of inadequate off-loading facilities in commerce office buildings and revealed that the challenges shippers face in moving products and services to small and large business in New York are representatives of the freight mobility problems that occur in congested urban areas worldwide. In focus group and interviews, carrier and shipper representatives repeatedly reported that inadequate off-loading facilities in commercial office buildings were a major barrier to freight efficiency in New York's central business district.

Statement of the Problem

This study aimed to evaluate the implementation of security measures at the loading area in Super Metro Store, Mandaue City, 2014. Findings of the study were the basis for an action plan.

Specifically, it sought to answer the following questions:

1. What is the profile of the respondents in terms of

1.1 Age;

1.2 Gender;

1.3 Civil status;

1.4 Nature of work performed; and

1.5 Highest educational attainment;

2. What is the level of implementation of security measures in the loading area in terms of:

2.1 Vehicle Access Control;

2.2 Receiving and Releasing of Merchandise with Proper Documents;

2.3 Personnel Access Control;

2.4 Merchandise System Control;

2.5 Contractor and Concessionaire Verification System

3. What are the problems encountered by the security personnel in the implementation of security measures?

4. Is there significant relationship between the profile and the level of implementation of security measures?

5. Based on the findings of the study, what action plan can be proposed.

METHODOLOGY

Research Design

This study used a descriptive-correlational method of research utilizing survey questionnaire. Figure I shows the flow of research.

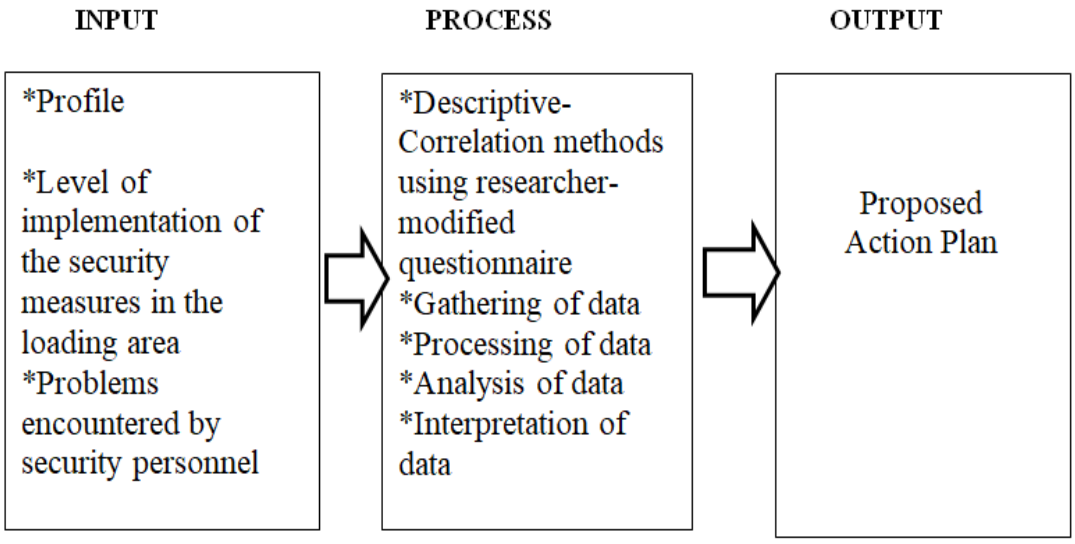

Figure 1. Research Flow

Research Environment

This study was conducted at the Super Metro Store on in SB Cabahug St, Estancia, Ibabao, Mandaue City. The structural design of the building comprised two parts, the Pacific Mall facing M. C. Briones Street, Mandaue

City and Central Neutical Highway, Cebu North Road. The loading area of the store in across the UN Avenue, Marciano Cuizon St, Mandaue City. Two units' twenty footer empty container vans are stored beside the loading bay as the storage area for empty cartons and the other one was intended for the disposable fruits and vegetables. On the other hand, empty pallets are also placed beside the loading bay utilized by the personnel for unloading and loading of the merchandise delivery (See appendix C for the map of the research environment).

Research Respondents

The respondents of the study were employees of Super Metro consisted of two groups; the organic employees such as loading area personnel, department store and supermarket personnel that had gain access of the loading area, truck drivers/ boys from other Metro Store facilities, promos and merchandisers that were in-charge of the outright selling merchandise as well as security personnel from security department that were in-charge to oversee the security agency personnel. And, the other one was the outsourcing personnel such as contractors, suppliers, truck drivers/ boys came from other company that were delivered their merchandise and also merchandisers who were also in-charge of the concession selling merchandise in the commercial establishment. Table below shows the distribution of respondents.

Table 1 Distribution of the Respondents

Respondents	**Frequency**	**Percent**
Organic Personnel	76	80%
Outsourced Personnel	19	20%
Total	**95**	**100%**

Table 1 shows that 80 % of the respondents are mostly organic personnel while outsourcing were about 20 % with the overall total of 100% respondents at the loading area in Super Metro establishment.

Research Instruments

This study utilized a researcher-made questionnaire adopted from the security measures implemented by Super Metro stores composed of three parts. Part 1 gathered data on the profile of respondents. Part 2 determined data on the level of implementation of security measures in loading area at the Super Metro Establishment. Part 3 on the problems encountered by security personnel in the implementation of security measures.

Research Procedures

Gathering of Data. First, the researcher made and sent the transmittal letter addressed to the office of the Vice President of the General Loss Prevention Department at the VICSAL Corporate Department. A copy of which was also addressed to the office of the Store Manager, Chief Security Supervisor and the supervisor of the loading area which the study was conducted. A copy of which was also endorsed to the Chief Security Supervisor (CSO) as well as the supervisor of the loading area in order to secure pertinent data and to distribute questionnaire to the respondents. After approval, the researcher asked the security supervisor to facilitate in the distribution of questionnaires. The respondents were given ample time to answer the questionnaire. After a week, the questionnaires were collected at the office of the security department and later tabulated, interpreted and analyzed.

Treatment of Data. The following statistical treatment was utilized in the study:

Simple percentage. was used to interpret the profile of the respondents**.**

Weighted Mean. was used to interpret in the implementation of security measures in a commercial establishment. The hypothetical overall mean were used:

Scale	Mean Range	Interpretation	
4 (FI)	3.25 – 4.00	Fully Implemented	
3	2.50 – 3.24	Implemented	(I)
2 (LI)	1.75 – 2.49	Less Implemented	
1 (NI)	1. 00 – 1.74	Not Implemented	

RESULTS AND DISCUSSIONS

Profile

This section presents the profile of the respondents in terms of age, gender, civil status, nature of work performed, highest educational attainment, and the others.

Tables 2 present the profile of the respondents. Shown below as follows

Table 2 Profile of the Respondents

Age	**Frequency**	**Percent (%)**
19 to 29	**48**	**50.53**
30 – 39	37	38.95
40-49	9	9.47
50 – 59	1	1.05
Total	95	100.00
Gender	**Frequency**	**Percent (%)**
Male	**52**	**54.74**
Female	43	45.26
Total	95	100.00
Civil Status	**Frequency**	**Percent (%)**
Married	**49**	**51.58**
Single	45	47.37
Separated	1	1.05
Total	95	100.00
Nature of Work Performed	**Frequency**	**Percent (%)**
Hauling	7	7.37
Refilling	9	9.47

Monitoring	16	16.84
Displaying	**27**	**28.42**
Delivery	8	8.42
Checking	9	9.47
Others	19	20.00
Total	95	100.00
Highest Educational Attainment	**Frequency**	**Percent (%)**
Elementary Graduate	1	1.05
High School Graduate	**56**	**58.95**
College level	38	40
Total	95	100.00

As shown in table 2, majority of the respondents belonged to the age of 19 to 29 years old; followed by 37 % belongs to 30 – 39 years old, the respondents of this study were dominated by male about 54.74 % of the total number of respondents , mostly married around 51.58 % of the total respondents.

Further the study revealed that most of the respondents in the aspect of nature of work are from the displaying sector around. It was also followed by those working in monitoring about 16.84%. As to the educational attainment, most of the respondents are high school graduate at about 58.95 %, followed by the college level at about 40.00 %. This indicated that the respondents are entry level employees and mostly male because there are many male employees in the display and monitoring area of the store, thus also the reasons for the age to be younger since most entry level applicant are recent graduates from high school or at their early years in college.

The tables 3 present the vehicle access control. Shown below as follows:

Table 3 Vehicle Access Control

Indicators	**Mean**	**Interpretation**
1. Checking of delivery vehicles padlocks and security seal upon going in and out the loading premises.	**3.31**	**Fully Implemented**
2. Logging of vehicle's license plate number and security seal.	3.41	Fully Implemented
3. Listing of the names of the driver and truck helper including their time of entry and departure	3.46	Fully Implemented
4. Checking the origin of the delivery truck and the company name whether company based (third party) or supplier for direct deliveries	3. 43	Fully Implemented
Over All	**3. 40**	**Fully Implemented**

As shown in table 3, the data on the indicator pertaining on the implementation of the security measures in checking the padlocks and security seal of the vehicles delivery before going in and out of the loading premises had the lowest mean at about 3.31. It was fully implemented but got the lowest mean among indicators. This

means that there were other people who observed that the security measure was not strictly enforced in terms of that said aspect. The existing policies and guidelines mandated that all vehicles coming from metro central warehouses and other store facilities that will arrive in the loading area, padlocks and security seal in the vehicle compartment should be checked by the loading checker together with the security guard assigned in the loading area. The same procedure is done when it exits from the loading premises to ensure the padlock and security seal as a basis of the security measures upon departing to the destination. But, there are observed instances that the said protocol is not strictly observe, there were instances wherein only one personnel will check the padlock and seal of the vehicle. This happen mostly during peak season when the checkers cannot accommodate all vehicles in the loading bay due to lack of manpower. This could be a risk on the part of the security measures implemented that needs to be properly addressed.

Table 4 presents the receiving and releasing of merchandise with proper documents. Shown below as follows:

Table 4 Receiving and Releasing of Merchandise with Proper Documents

Indicators	**Mean**	**Interpretation**
1. Strict inspection of merchandise upon receiving and releasing in the loading premises. Checking the transmittal logbook time, arrival and its departure.	3.48	Fully Implemented
2. Documentation of quantities of merchandise released and received.	**3.41**	**Fully Implemented**
3. Complete approving signatories before going in and out.	3.51	Fully Implemented
4. NO GATE PASS,NO OUT POLICY on materials/stocks to be shipped from the place of origin to another store facility	3.52	Fully Implemented
Overall Mean	**3.48**	**Fully Implemented**

As shown in table 4, most of the respondents rated the indicator on documentation of quantities of merchandise released and received in the loading premises with the lowest mean of 3.41. This is due to some observed incidents that the actual merchandise received by the loading checker and its documents papers lacking the described quantities of stocks. The same incident also happened during the release of merchandise in the loading area which resulted to the discrepancies of stocks delivered. There were also incidents that happened in the loading area, where the documents of delivered stocks were left undetected from the facility of origin due to the neglect of duty of the personnel in – charge to simultaneously carry said documents while transporting the merchandise and such discrepancies were observed by respondents that resulted to shrinkage that affects the sales profit of the company.

The tables 5 present the personnel access control. Shown below as follows:

Table 5 Personnel Access Control

Indicators	**Mean**	**Interpretation**
1. Strict enforcement of the ID system. Allow entry only to visitors, supplier, contractors, tenants which valid identification Card (ID). And the purpose of the visit and or activities.	3.58	Fully Implemented
2. Body frisking of each personnel upon entry and exit at the loading premises.	3.51	Fully Implemented
3 Inspection of guest, supplier, tenants, and employees bags or baggage using a stick or ball pen.	3.37	Fully Implemented
4. Use of metal detector.	**3.27**	**Fully Implemented**

5 Wearing of ID card while in the company premises.	3.38	Fully Implemented
6. Securing valid work permit before the start of the activity.	3.54	Fully Implemented
7. Wearing of color coded ID card by the visitors, suppliers, contractors while conducting business within the premises.	3.47	Fully Implemented
8. Wearing of prescribed uniform upon entry and exit of the loading premises.)	3.38	Fully Implemented
9. Exit guard shall retrieve ID's issued upon exit.	3. 43	Fully Implemented
10. Unauthorized persons are strictly denied entry at the "RESTRICTED AREAS" without authorization. Security guard must escort the persons from loading area up to the place of activity. Likewise, security guards do the same manner after of the said activity.	3.51	Fully Implemented
Overall Mean	**3.44**	**Fully Implemented**

Table 5 showed that the respondents rated all the indicators in terms of personnel access control as fully implemented; the lowest was on the proper use of metal detector with an average mean of 3.27. This specified that many security personnel lack the proper training and orientation on the use of metal detector. In this case, there were people who were very sensitive in the aspect of politeness and courtesy in the implementation of body frisking and or searching their personal in a way that it shows tact and professionalism among security personnel.

Table 6 presents the merchandise system control.

Table 6 Merchandise System Control

Indicators	**Mean**	**Interpretation**
1. Security guard submission document at the loading office for checking purposes after logging in the security logbook.	3.49	Fully Implemented
2. Checking per box/case of the groceries merchandise upon entry and exit in the loading premises. The same procedures when it is forwarded to the concerned department	**3.44**	**Fully Implemented**
3. Checking per carton on dry goods merchandise upon arrival of dry good goods merchandise. The same procedures when it is forwarded to the concerned department.	3. 48	Fully Implemented
4. Through checking of pharmacy deliveries, cigarettes, meat, fish and frozen merchandise with the presence of the department in charge and or security personnel.	3. 53	Fully Implemented
5. Immediate transfer of the said items to the concerned department after checking for security and safety purposes.	3.49	Fully Implemented
Overall Mean	**3.49**	**Fully Implemented**

As revealed in Table 6, the respondents rated all indicators in terms of merchandise system control was interpreted as fully implemented. In this behalf, the system was able to prevent losses and damages of merchandise upon arrival at the loading premises. The lowest mean was on the checking of per box/case of the groceries merchandise upon entry and exit in the loading premises and also in forwarding the same merchandise to the concerned department. This has a good result because of the aforementioned range obtained but it is

necessary to revisit the existing guidelines to prevent losses and damages of merchandise. It is also necessary that the merchandise should be checked by loading checker and or department checker.

Table 7 presents the contractor and concessionaire verification system. Shown below as follows:

Table 7 Contractor and Concessionaire Verification System

Indicators	**Mean**	**Interpretation**
1. Securing work permit prior to scheduled activity	3.44	Fully Implemented
2. *Securing* documents from the company property custodianship for their materials brought in prior to the said activity or schedule.	3.52	Fully Implemented
3. Screening and verifying documents presented by the concessionaire and contractors to the security guards assigned to ensures the complete approval signatures from the authorized representative	3.57	Fully Implemented
4. Wearing of contractors and concessionaire of their company uniform upon entry and exit in the loading area.	3.42	Fully Implemented
5.Wearing of contractors of their Personal Protective Equipment (PPE) while doing works inside of the store	**3.24**	**Implemented**
Overall Mean	**3.44**	**Fully Implemented**

As shown in table 7, majority of the respondents rated the indicators as fully implemented but on the aspects where contractors should be wearing personal protective equipment (PPE) while working showed as implemented. It turns out to be commonly observed by the respondents and is considered as an eye opener for the security personnel to be more vigilant and to strictly implement existing guidelines primarily for the purpose of security and safety of the personnel and the company.

Table 8 presents the result on the Problems Encountered by the Security Personnel.

Table 8 Problems Encountered by the Security Personnel

Indicators	**Frequency**	**Percent (%)**	**Rank**
1. The suppliers do not follow the delivery policies and guidelines.	**43**	**45.26**	**4**
2. Merchandisers are overstaying in the loading area	35	36.84	5.5
3. The contractors and concessionaires do not follow Standard Operating Procedures	26	27.37	9.5
4. Pilferage committed by the employees	26	27.37	9.5
5. Conspiracy towards employee regarding the losses and damages of the merchandise	29	30.53	7
6.Personnel going outside the store without a security passes from the superior	27	28.42	8
7. Delay of loading and unloading of the merchandise of the vehicles	**49**	**51.58**	**2**

8. Heavy traffic in the loading bay.	**56**	**58.95**	**1**
9. Traffic violation committed of the truck drivers upon entry and exit.	35	36.84	5.5
10. Quantities discrepancies of the dry goods or groceries merchandise delivery.	**46**	**48.42**	**3**
11. Unused sampling items are given by the suppliers/samplers to the employee and security guards in the loading passageway after of the said activity.	21	22.11	11
12.Eating and drinking unpaid merchandise	20	21.05	12

As revealed in table 8 on problems encountered by the security personnel in the implementation of security measures at loading area, the respondents rank the indicator on the suppliers' non observance on delivery policies and guidelines which also resulted in the delay of loading and unloading of merchandise which also resulted in the discrepancies on the quantities of the dry goods merchandise delivery. These indicators caused heavy traffic in the loading bay. These top 4 indicators are very much alarming in the security operation especially in the flow of traffic at the loading bay, shrinkages, and other security matters that could affect or will to the decline on the sales profit.

Test of the Significance of the Relationship between the Profile and Level of Implementation

This section presents the test of significance of the relationship between the profile of the respondents and their perceived level of implementation.

Table 9 presents the result of the test of the significance of the relationship between the respondents' profile and their perceived level of implementation of the security measures.

Table 9 Relationship between the Profile and level of Implementation

VARIABLES	Df	Computed Value	Critical Value	Decision on Ho	Interpretation
Age and Vehicle Access Control	9	2.354	16.919	Do Not Reject Ho	Not Significant
Age and Receiving and Releasing of Merchandise	9	4.675	16.919	Do Not Reject Ho	Not Significant
Age and Personnel Access Control	6	7.130	12.592	Do Not Reject Ho	Not Significant
Age and Merchandise System Control	9	6.536	16.919	Do Not Reject Ho	Not Significant
Age and Contractor and Concessionaire Verification System	6	1.572	12.592	Do Not Reject Ho	Not Significant
Gender and Vehicle Access Control	3	4.551	7.815	Do Not Reject Ho	Not Significant
Gender and Receiving and Releasing of Merchandise	3	2.148	7.815	Do Not Reject Ho	Not Significant
Gender and Personnel Access Control	2	2.997	5.991	Do Not Reject Ho	Not Significant
Gender and Merchandise System Control	3	2.543	7.815	Do Not Reject Ho	Not Significant

Gender and Contractor and Concessionaire Verification System	2	3.521	5.991	Do Not Reject Ho	Not Significant
Civil Status and Vehicle Access Control	6	8.392	12.592	Do Not Reject Ho	Not Significant
Civil Status and Receiving and Releasing of Merchandise	6	2.430	12.592	Do Not Reject Ho	Not Significant
Civil Status and Personnel Access Control	4	1.521	9.488	Do Not Reject Ho	Not Significant
Civil Status and Merchandise System Control	6	4.353	12.592	Do Not Reject Ho	Not Significant
Civil Status and Contractor and Concessionaire Verification System	4	1.807	9.488	Do Not Reject Ho	Not Significant
Nature of Work and Vehicle Access Control	18	20.543	28.869	Do Not Reject Ho	Not Significant
Nature of Work and Receiving and Releasing of Merchandise	18	19.143	28.869	Do Not Reject Ho	Not Significant
Nature of Work and Personnel Access Control	12	16.980	21.026	Do Not Reject Ho	Not Significant
Nature of Work and Merchandise System Control	18	24.162	28.869	Do Not Reject Ho	Not Significant
Nature of Work and Contractor and Concessionaire Verification System	12	6.671	21.026	Do Not Reject Ho	Not Significant
Highest Educational Attainment and Personal Access Control	6	5.368	12.592	Do Not Reject Ho	Not Significant
Highest Educational Attainment and Receiving and Releasing of Merchandise	6	6.274	12.592	Do Not Reject Ho	Not Significant
Highest Educational Attainment and Personnel Access Control	4	3.584	9.488	Do Not Reject Ho	Not Significant
Highest Educational Attainment and Merchandise System Control	6	5.625	12.592	Do Not Reject Ho	Not Significant
Highest Educational Attainment and Contractor and Concessionaire Verification System	4	1.775	9.488	Do Not Reject Ho	Not Significant

Table 9 indicated that there is no significant relationship between the respondents' profile and their perceived level of implementation of security measures. Generally, this means that the respondents' profile does not affect the responses on their perceived level of implementation of security measures.

CONCLUSIONS

For the protection of assets in commercial establishment, loading areas should observe a well- balanced security program by implementing a more stringent process of hiring and training more qualified security staffs.

RECOMMENDATIONS

The researcher recommended the following:

1. Future researches may work on the security measures using these suggested topics:

a. Reaction of the personnel who will be having entry passes and access on the strict implementation of security measures in the loading area of commercial establishment.

b. Effectiveness of the security personnel as implementers of the policies and guidelines in the loading area.

c. Importance linkages between employees and security personnel in the relation of security policies and guidelines of the company**.**

2. The proposed action plan should be implemented.

Proposed Action Plan

Based on the findings of this study, this action plan is being proposed.

The implementation of security measures in a commercial establishment particularly in the loading area was high risks that the security management needs to propose an action plan to keep all employees familiar and also to aware the security policies and proper procedure how to resolve to any unusual incident and to what measures are going to take when it occur. This is also emphasizing the other aspect of the security protection why to control people inside the company and how to protect the assets of the company. In this behalf, the methods of security measures in implementing and exercising will go beyond of what will be expected for if someone of the organizations believes that the teams will become the primary unit of high performance organization and the principles of the security is that it is everybody concern.

Description of Program

This action plan consisted of the specific time table such as the objective, activities, responsible person, resources needed, period of orientation and also the desired results. This aims is to address the problem on the implementation of security measures in a commercial establishment at loading area. Shown below as follows:

Objective	**Activities**	**Responsible Persons**	**Resources Needed**	**Period of Orientation**	**Desired Result**
Vehicle Access Control To have a full implementation of security measures in the loading area.	Conduct security orientation briefing to the security guard assigned at loading area, loading personnel particularly newly hired employees.	Chief Security Officer and Store Manager or representative in the establishment.	*Venue *Monetary Budget *Power point presentation	This briefing will take to six hours. This will be done as soon as there will be new hired employees and new policies in the loading area.	*Improved the security policies in terms of vehicle access control. * It must be in writing as their basis for decision making. * Revise the existing policies and guidelines which are not applicable in the operation.
Receiving and Releasing of Merchandise	*Conduct orientation program those personnel	*Chief Security Officer	* Venue *Monetary	*This will be done quarterly	*This involvement among personnel in the loading area, security and other personnel

with Proper Documents To ensure that the releasing and receiving personnel become aware of the company policies and procedures of the merchandise.	involved on the releasing and receiving of merchandise in the store including the sending parties from other store facility, warehouses.	*Store Manager or representative in the establishment.	*Power point presentation.	basis. (1day seminar)	who have access to the area in order to check and balance of their performance.
Personnel Access Control To have a Full implementation of the security measures in the loading area.	*Conduct pep talk or a formation during guard mounting. * Put signage security guidelines in front of the passageway prior to enter inside the establishment.	*Chief Security Officer in the establishment. * Supervisor of the loading area.	* Venue	*This will be done every morning during guard mounting.	This involvement among security personnel.
Merchandise System Control To safeguard all merchandise when unloading and loading in the loading area until to the final storage area.	*Conduct policy orientation of the loading personnel, delivery in charge, loading guard, sales clerk and to those concerned supervisors.	*Store Manager *Chief Security Officer * Department concerned supervisors	*Venue * Monetary budget *Power point presentation	This will be done as soon as there will be new policies made by the system and procedure. (1day seminar)	*Participants will be the loading personnel, security guard assigned at loading area, other employees who have access to the loading area.
Contractor and Concessionaire Verification System To know the security policies and guidelines prior to work in the establishment.	*Conduct security orientation briefing for contractors and concessionaires.	*Store Manager or representative * Chief Security Officer * Floor Supervisor *Engineering Supervisor	*Venue *Power point presentation	This will be done during the personnel are securing work permit.	* This involvement among contractor and concessionaire personnel.

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