

MAINTAINING INFORMATION SECURITY

Maintaining the safety and security of our people, information and systems is of the utmost importance. Each day, we access company systems and utilize in-store technologies to run our business and support our customers. On occasion, vendor technicians and/or TJX Information Technology (IT) representatives may seek to access these systems and hardware to complete audits, provide troubleshooting and/ or make changes. Such systems and hardware include (but are not limited to):

- Registers, Pin-Pads, Front-End Equipment and OMS (Sierra only)
- Markdown Equipment (Scanners, Printers, etc.)
- Network Equipment (Access Points, Switches, Modems, etc.)
- Back Office Computers, Software, and Printers
- All Server Room Equipment

IT Security Access Code Policy Process

In addition to completing the IT Systems Visitor Sign-In log, all vendor and TJX onsite technicians & IT representatives are required to:

- Provide the Manager on Duty (MOD) with the correct Security Access Code before being granted access to any store systems, equipment, or sensitive information.

The Security Access Code is a store-specific, time-bound numeric code that is securely assigned to anyone working on behalf of TJX Global IT. All TJX stores are assigned a unique Security Access Code, which changes (rotates) at the beginning of each calendar month.

If not immediately provided, store management must ask for the Security Access Code. If the Security Access Code cannot be provided or the code is incorrect, do not allow access.

The IT Security Access Code is required when:

- A vendor or TJX technician visits to work on store systems or equipment.
- The Helpdesk calls to ask questions about a store system incident or asks you to access and/or test a system.
- Any vendor asks to access the store Server Room or Cash Office.
- A vendor visits to perform an audit or inspection that involves your store's systems equipment.



SOP – IT Security Access Code

Verify Access to Front-End Equipment

If a technician is visiting your store to repair or replace a register Pin Pad or its related wiring:

- The verifying MOD must notify all other members of management and all cashiers that the technician will be working at the front-end and repairing/replacing the Pin-Pad







Any associate who sees someone touching or tampering with a Pin-Pad and was not informed of a technician visit should immediately communicate their observations with the MOD.

Non-Systems Related Repair Visits

Do NOT ask for the Security Access Code from any vendor or TJX representative who is visiting or calling the store to perform non-systems related work. Such visitors include (but are not limited to):

- Facilities vendors dispatched to repair a known store issue (i.e., electrical, heating/AC, plumbing, painting, roofing, vending services, etc.)
- For these non-systems related repair visits, you must ask to see the repair technician's "Work Order."
- Any badged TJX associate performing business on behalf of the company (i.e., District/Market/Region field leadership, Home Office business partners, Buying & Planning, Loss Prevention, Human Resources, etc.)

View Your Security Access Code

STEP	ACTION	INFORMATION		
1.	To view your Security Access Code <ul style="list-style-type: none">Log onto ServiceNow, either through My Applications or the link available on homepage of The Summit (Sierra only)From the top navigation menu, click View My Security CodesSecurity Access Codes for both the previous and current month will be available.Depending on when they are dispatched, a technician/representative is allowed to provide the previous month's code instead of the current month's code. (i.e., A technician may have been dispatched on the last day of the current month but does not arrive on-site until the first day of the following month)	<table><tr><td> Always Ask for the Security Access Code when:<ul style="list-style-type: none">A vendor or TJX technician visits to work on store systems or equipment.Any vendor asks to access the store Server Room or Cash OfficeThe Helpdesk calls to ask questions about a store systems incident or asks you to access/test a store system</td><td> Do NOT ask for the Security Access Code when:<ul style="list-style-type: none">A facilities vendor visits to repair a known store issue. (electrical, heating, AC, roofing, vending services, etc.)Any TJX-badged visitor is visiting the store for business purposes (home office associates, merchants, LP, HR, etc.)</td></tr></table>	 Always Ask for the Security Access Code when: <ul style="list-style-type: none">A vendor or TJX technician visits to work on store systems or equipment.Any vendor asks to access the store Server Room or Cash OfficeThe Helpdesk calls to ask questions about a store systems incident or asks you to access/test a store system	 Do NOT ask for the Security Access Code when: <ul style="list-style-type: none">A facilities vendor visits to repair a known store issue. (electrical, heating, AC, roofing, vending services, etc.)Any TJX-badged visitor is visiting the store for business purposes (home office associates, merchants, LP, HR, etc.)
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