



# SOP – IT Visitor Sign-In Log

## 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 Systems Visitor Sign-In Log Policy Process

In addition to confirming the IT Security Access Code, all vendor and TJX onsite technicians & IT representatives are required to:

- Complete the IT Systems Visitor Sign-In log to record the visit

The IT Systems Visitor Sign-In log is a physical log that the store must fill out for all IT representatives that are visiting the store. The log must be kept in a sheet protector and in the same location as the pin pad tester (HGHS will maintain log in Change Fund Drawer). It must also be kept for a rolling 90 days.

In the “Reason for Visit” column of the log, visiting representatives are required to fill in either the Service Desk Incident number for the visit or project communication from Store Operations that details the reason for their visit.

If not immediately prompted, store management must facilitate the IT Systems Visitor Sign-In log's completion. If the individual will not complete the sign-in log or enters incorrect information, do not allow access.

The IT Systems Visitor Sign-In is required when:

- A vendor or TJX technician visits to work on store systems or equipment.
- Any vendor asking to access the store Server Room, Cash Office, or other offices/rooms containing store systems or equipment.
- A vendor visits to perform an audit or inspection that involves your store's systems equipment.

