

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.

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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 or register

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

Non-Systems Related Repair Visits

Do NOT request them to fill out the IT Systems Visitor log 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.

Sample of IT Systems Visitor Sign-In Log

TJX:	S.	IT Systems	Visitor Sig	n-In Log	– Sto	ores Le	evel	
either previou							g the Store premises, I will have an a ts as authorization to be allowed to	
√isitor Re	esponsibilities							
		n-Associate of TJX US or any TJX em work or may have access to					be an Associate from another location,	a vendor,
Key Hold previous 2. All IT Syst departure	er, the TJX store specific mont month ems visitors must sign-in/out b. ed, IT Systems Visitors must b	required to provide to a Memi hly security code for either the in the IT Systems Visitor Sign-Ir e escorted by a TJX US Associat	current month or Log upon arrival and	6. Every IT read an 7. IT Syste protects	Systems Vis d understan ms Visitor's or. IT Syste ore's locatio	itors MUST sig id the 'Visitor F Log is to be re ms Visitor's Lo	n in designated areas, unless otherwise in the 'IT Systems Visitor Sign-In Log' collesponsibilities, at the 'IT Systems Visitor Sign-In Log' collesponsibilities, at the latest at the l	nfirming they have S within a page nmer Tool (AST) at
DATE (MM/DD/YY)	Name of IT Visitor (Please Print Clearly)	IT system Visitor's Company	IT Visitor's Reason for Visit (example: INC#, Work Order, Project Title, or Service Order)		Time In	Time Out	Signature Acknowledging you have read and understood the 'Visitor Responsibilities' above	Manager's Initials
08/01/23 Sample Entry	Tom Thomas	Verifone			11:00 am	12:00 pm	Tom Thomas	gov
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