



## C-TPAT Requirements For Import Suppliers

To Our Import Suppliers:

CVS Pharmacy, Inc. (CVS) is committed to ensuring supply chain security within a framework consistent with Customs-Trade Partnership Against Terrorism (C-TPAT) guidelines and in a prudent, equitable, and vigilant manner.

The information included herein titled, "C-TPAT Requirements for Import Supplier Factories," provides security criteria necessary to help secure our supply chain. These minimum security criteria are designed for foreign manufacturers to institute effective security practices to mitigate the risk of loss, theft, and contraband smuggling that could potentially introduce terrorists and implements of terrorism into the global supply chain.

In order to align our security program with U.S. Customs and Border Protection, C-TPAT, and industry standards, we are requesting that you also align your factory security program accordingly as stated in the enclosed document. Our C-TPAT Security Requirements for Import Suppliers must be shared with all non-U.S.-based factories producing finished goods for CVS, including relevant business partners such as trucking and subcontracting facilities.

Please sign the Agreement to Strengthen Supply Chain Security Consistent with C-TPAT Guidelines located on the last page of this document and return within **7 business days**.

If you should have any questions, please contact Duriel Johnson, Sr. Manager of C-TPAT Compliance, at [duriel.johnson@cvshealth.com](mailto:duriel.johnson@cvshealth.com) or +1-401-770-9675.

More information on C-TPAT Security Criteria for Foreign Manufacturers is found at [www.cbp.gov/ctpat](http://www.cbp.gov/ctpat).

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Starecheski".

Jeff Starecheski  
Vice President of Transportation  
CVS Health

## CVS's C-TPAT Security Audit Program

### Overview

In order to verify C-TPAT compliance at the point of origin within CVS's supply chain, all manufacturing facilities, including subcontracting facilities that produce finished goods where CVS is the Importer of Record (i.e. the Direct Importer) are subject to onsite security audits. It is a CVS expectation that all supplier factories that fit within these criteria ensure they continually meet **CVS's C-TPAT Security Requirements for Import Supplier Factories** (see pg 3-7). Ensuring that supplier factories consistently adhere to all of the C-TPAT security requirements presented throughout this document can reduce the frequency of security audits and the need for corrective action, thus reducing additional expenses for the supplier factory.

### Supplier Factory Business Partner Responsibilities

Supplier factories are also responsible for ensuring that any of their subcontracting facilities that produce finished goods for CVS are in full compliance with CVS's C-TPAT Security Requirements for Import Supplier Factories. Additionally, supplier factories must also provide **Over-the-Road C-TPAT Guidelines** (see pg. 6) to all truck drivers responsible for transporting CVS cargo.

### 3<sup>rd</sup> Party Audit Service Provider

**UL's Responsible Sourcing group**, a division of Underwriters Laboratories LLC ("UL") is the exclusive 3<sup>rd</sup> party audit provider for CVS's C-TPAT Security Audit program. CVS uses UL's **Facility Security Template (FaST)** to conduct security audits in accordance with U.S. Customs and Border Protection's C-TPAT Minimum Security Criteria for Foreign Manufacturers and best practice recommendations. UL will contact the supplier on behalf of CVS to register factory-related information into their system and will also notify the supplier when their factory is selected for a FaST audit.

### Preparing for a FaST Audit

**CVS's C-TPAT Security Requirements for Import Supplier Factories** must be communicated to all appropriate personnel that work in factories producing goods where CVS Pharmacy Inc. is the Importer of Record. Factories are responsible for creating and maintaining records of all procedures, logs, training, and other applicable documentation relating to C-TPAT security. Ensuring that supplier factories are in full compliance and are maintaining documentation for all of CVS's C-TPAT Security Requirements for Foreign Manufacturers will increase the likelihood of a successful FaST audit.

### FaST Audit Remediation

Factories where audit results do not meet CVS's C-TPAT security standards may be subject to a Corrective Action Preventative Action (CAPA) plan at the supplier's expense. The purpose of the CAPA is to assist factories in correcting any C-TPAT security deficiencies. Suppliers are required to partner with their factories during the CAPA process to ensure all requirements are met.

## CVS C-TPAT Security Requirements for Import Supplier Factories

**Business Partner Requirements:** Foreign manufactures must have written and verifiable processes for the selection of business partners including, truckers, subcontracting facilities, import product suppliers (parts and raw material suppliers, etc.) and develop and implement a sound plan to enhance security procedures.

### Minimum Requirements

- Signed and dated documentation of having communicated CVS's C-TPAT Security Requirements for Import Supplier Factories to relevant business partners of the factory.
  - **NOTE:** This includes subcontracted manufacturing facilities producing finished goods for CVS (if applicable) and truckers responsible for transporting the cargo.
- Maintain an active list of the factory's business partners eligible for C-TPAT, indicating whether or not the business partners are an active member of C-TPAT.
  - **NOTE:** Please visit [www.cbp.gov/ctpat](http://www.cbp.gov/ctpat) for more information on C-TPAT eligibility.
- Business partners of the factory not eligible for C-TPAT must be required to demonstrate in writing that they are complying with C-TPAT Minimum Security Criteria.
- Based on risk, reviews of the factory's business partners' processes and facilities should be conducted via site visits on a periodic basis.

**Physical Security:** All buildings must be constructed of materials which resist unlawful entry and protect against outside intrusion.

### Minimum Requirements

- Perimeter fencing must fully enclose the perimeter of the facility, including the cargo handling and storage areas.
- Loading and packing areas must be secure enough to prevent unauthorized access.
- Entrances and exit gates to the facility must be physically manned and monitored.
- Facilities must have working locking devices for all external and internal doors, windows, gates, and fences.
- Facility must segregate and mark international, domestic, high-value, and dangerous cargo within the warehouse by a safe, cage, or otherwise fenced-in area.
- Adequate lighting must be provided in all of the following areas: entrances, exits, cargo handling, storage areas, fences lines, and parking areas.
- Fully functioning alarm systems and video surveillance cameras should be used to monitor the facility, including but not limited to the cargo handling and storage areas.
- A minimum of **30 days** of video surveillance should be maintained on record at all times. It has been recommended by U.S. Customs as a best practice to maintain video surveillance for 90 days.
- Parking areas for private passenger vehicles must be separated from the shipping, loading dock, and cargo areas. A communication system (ex: intercom, walkie-talkies, telephone, etc.) must be in place to contact internal security personnel or local law enforcement.
- All facility keys and access codes must be controlled by management.

- Records of routine inspections for the facility must be maintained for at least **90 days**. U.S. Customs has provided guidance to CVS to maintain these records for at least 12 months.
- Protocols must be in place to prevent any tampering of sealed cartons.

**Access Controls:** Unauthorized access to the shipping, loading dock and cargo areas must be prohibited. Visitors refer to: All business clients, including CVS employees, vendors, delivery drivers, etc.

### **Minimum Requirements**

- Photo identification badges for all employees and temporary workers must be visibly worn at all times while on the premises of the facility.
- Procedures must be in place to immediately remove identification and facility access for terminated employees.
- All visitors must present photo identification upon arrival at the facility and the following information must be recorded in a visitor log at a minimum:
  - Date
  - First and Last Name
  - Visitor Signature
  - Company
  - Reason for the visit
  - Time In and Time out
- At least **6 months** of visitor log information must be maintained. U.S. Customs has recommended as a best practice to maintain visitor logs for at least 12 months.
- All visitors must have temporary badges visibly worn at all times while on the premises of the building.
- All visitors must be escorted and monitored while on the premises of the facility.
- Employees must only have access to areas where they need to perform their job functions.
- An identification system must be in place that designates employees to specific areas of the facility (ex: different colored badges that signifies who is allowed to be in certain areas of the facility).
- Procedures must be in place for challenging unauthorized or unidentified individuals.
- Incoming mail and packages must be periodically screened to identify any suspicious substances or unusual activity (ex: ticking noises) and procedures must be in place to educate employees on how to report suspicious packaging.

**Container and Trucking Security:** Procedures must be in place to verify the physical integrity of the container and/or truck structure prior to stuffing, to include the reliability of the locking mechanisms used on the doors.

### **Minimum Requirements**

- A Seven-Point Inspection must be conducted prior to loading all containers including: Front Wall, Left Side, Right Side, Floor, Ceiling/Roof, Inside/Outside Doors, Outside/Undercarriage (see Exhibit A).
  - Seven-Point Inspection records for each container must be maintained for at least **90 days**. U.S. Customs has recommended as a best practice to maintain these records for at least 12 months.
- An ISO 17712 high security bolt seal must be used on all containers bound for the U.S. (see Exhibit B).
  - **NOTE:** For full-container-load CVS shipments, an ISO 17712 high security seal will be provided by the ocean carrier.
- Written procedures must stipulate how seals are to be controlled and affixed to loaded containers, including procedures for how to recognize and report compromised seals and containers. Additionally, these procedures must include **VVTT** procedures:
  - **V** - View the seal and container locking devices to ensure there is no physical damage.
  - **V** - Verify that the seal number matches the shipping documentation.
  - **T** - Tug on the seal to make sure it is affixed properly.
  - **T** - Twist and turn the seal to make sure it does not unscrew.
- Only designated employees (preferably management) can be allowed to distribute container seals for integrity purposes.
- Seals must always be stored in a designated and locked area (ex: drawer or cabinet) during the loading process or anytime they are not in use. This area should be clearly marked as “Seals Only.”
- All seals and container numbers should be recorded and maintained in a log for at least **90 days**. U.S. Customs has recommended as a best practice to maintain seal and container numbers for at least 12 months.
- Less-than-container-load (LCL) shipments bound for CVS’s Container Freight Station/Consolidator must have an adequate temporary seal or lock affixed to the trailer to secure the cargo while in transit.
- Containers must be stored in a secure area to prevent unauthorized access and/or manipulation.
- Procedures must be in place for reporting and neutralizing unauthorized entry into containers or container storage areas.
- Over-the-Road Guidelines for Truckers:** Factories must provide in writing security guidelines to all inland truckers transporting cargo for CVS. Factories must also maintain signed documentation

from all truckers that they have received these guidelines. At a minimum, these security guidelines must include:

- Procedures that stipulate how containers are subject to seal verification in the event the driver must leave the vehicle for any reason (ex: during a rest stop) before arriving at their next destination.
- Replacement seal procedures which addresses seal removal by government officials while containers are at the port or if a seal have been compromised while in transit.
- Reporting procedures for updating replacement seal numbers on all appropriate shipping documents before leaving the port of export.
- If available, a GPS tracking system should be used to monitor containerized cargo and to verify predetermined routes identified by management.

**Procedural Security:** Protocols for the handling of incoming and outgoing goods must include protection against the introduction, exchange, or loss of any legal or illegal material.

### **Minimum Requirements**

- A documented security policy should be in place that includes all elements of the C-TPAT Minimum Security Criteria for Foreign Manufactures (refer to [www.cbp.gov/ctpat](http://www.cbp.gov/ctpat)).
- All incoming commercial vehicles, including the driver must be identified, confirmed for valid purpose upon entry, and documented in a drive's log.
- Only security officers or designated personnel, not responsible for loading, should be allowed to inspect the container during both the loading and unloading process.
- All cartons must be properly marked, weighed, and counted.
- Documented procedures must be in place for:
  - Verifying seals on containers, trailers, and railcars.
  - Verifying, detecting, and reporting both overages and shortages.
  - Tracking the timely movement of incoming and outgoing goods.
  - Proper storage of empty and full containers to prevent unauthorized access.
  - Notifying both domestic and U.S. Customs and/or other law enforcement agencies in cases where anomalies or illegal activities are detected or suspected by the facility.
- An outbound shipment log (**see Exhibit C**) should be used to record details of all shipments departing the facility. Outbound shipment logs should be maintained for at least **90 days**.

**Personnel Security:** Consistent with local laws, factories should conduct employment screening and interviewing of prospective employees to include periodic background checks and application verifications.

- Employee applications that document past work history and references must be verified prior to employment.
- Official identification documents must be maintained on file in a secured area for all employees, including temporary workers.
- Consistent with local laws and regulations, procedures for background checks and investigations should be conducted for prospective employees and periodically for current employees based on cause and/or the sensitivity of the employee's position.
- Background checks should be verified for any contracted security personnel prior to hire.

- Procedures must be in place to remove identification, facility, and system access for terminated employees.

**Information Technology Security:** Computers and other applicable technologies must use individually assigned accounts that require a periodic change of password. Procedures and policies must be documented and shared with employees in the form of training.

- IT security tools such as firewalls, anti-virus software, and passwords must be used to protect the facility's IT systems.
- Procedures must state that system passwords must be changed at a minimum every **90 days**.
- Procedures must state that system data must be backed-up on a regular basis. U.S. Customs has recommended as a best practice that system data should be backed-up daily.
- Facility should have a business resumption plan in place that addresses how to retrieve data in the event of a catastrophic event or emergency.
- Procedures must address how to both identify and discipline employees for the abuse of technology including improper access, tampering, and altering of business data.
- Access to company technology should be limited to the job responsibilities of each employee.

**Training and Threat Awareness:** A security training and threat awareness program must be in place to educate employees on the threats posed by terrorists and contraband smugglers. These programs must encourage active employee participation in recognizing and reporting internal conspiracies, including maintaining cargo integrity and procedures for challenging individuals that are prohibited from accessing specific areas of the facility.

### **Minimum Requirements**

- Threat awareness training should be provided to all employees at least **once a year**. Training records with the information below must be maintained for all active employees:
  - Date
  - Content Overview
  - Facilitator Name
  - Employee Name and Signature
  - Employee Position
- Additional training pertaining to recognizing, investigating, and/or reporting suspicious cargo should be provided to all security guards and employees working in packing, warehouse, and shipping and receiving areas.
  - **NOTE:** Refer to the "Security Threat and Awareness Mindmap" on [www.cbp.gov/ctpat](http://www.cbp.gov/ctpat) as a reference tool in developing C-TPAT training content.

## **Forced Labor**

U.S. President Trump signed a bill into law in August 2017 that provides sanctions against North Korea. Under the new law, there is now a presumption that any goods, wares, merchandise and articles made by North Korean citizens or nationals anywhere in the world should be considered goods made by forced labor. As a result, U.S. Customs and Border Protection (CBP) are authorized to ban and seize any shipment destined to the United States that is believed to have been made with forced and/or prison labor.

All suppliers and factories that produce goods for CVS are responsible for ensuring their factories do not employ North Korean citizens or nationals. The presence of North Korean labor will therefore be considered a Zero Tolerance for both Social Compliance and C-TPAT Security audits. Click [here](#) for more information on Forced Labor.

## **Overages and Shortages**

U.S. Customs and Border Protection requires foreign manufacturers to resolve all shortages, overages, and other significant discrepancies or anomalies. Prior to shipping, all items and cartons must be counted for accuracy. Under no circumstances should a factory ship any more or less goods to CVS than what is stated on the purchase order (PO). CVS will not pay for any goods received that exceed what is stated on the PO. If for any reason an overage or shortage cannot be resolved prior to shipping, the factory must ensure that all applicable commercial documents are updated to reflect the exact carton count.

## **Purchase Order Terms and Conditions**

Language regarding C-TPAT and CVS's expectation has been added to the terms and conditions of our import purchase order. A copy of our purchase order terms and conditions can be found at [www.cvssuppliers.com](http://www.cvssuppliers.com).

## **Required Business Partner Agreement**

CVS has also implemented a procedure that requires a company officer to review and sign the attached agreement stating the supplier will establish procedures consistent with C-TPAT guidelines and the security recommendations that are posted on [www.cbp.gov/ctpat](http://www.cbp.gov/ctpat) and to communicate the information to manufacturing business partners in a documented and verifiable format. A copy of the document titled, "Agreement to Strengthen Supply Chain Security," is found on the next page.

## **Required Signatory**

A company officer (i.e. the purchase order vendor of record) must sign the Agreement.

## **Consequence of Default**

CVS reserves the right to use payment leverage methods if the agreement is not tendered to CVS in a timely manner. Questions regarding these procedures may be directed to [duriel.johnson@cvshealth.com](mailto:duriel.johnson@cvshealth.com).

## **Submission**

The signed Agreement on page 9 is to be scanned and emailed to [duriel.johnson@cvshealth.com](mailto:duriel.johnson@cvshealth.com).



**Agreement to Strengthen Supply Chain Security Consistent with C-TPAT Guidelines**

The Import Supplier agrees to develop and implement, within a framework consistent with the Customs-Trade Partnership Against Terrorism (C-TPAT) security criteria, a verifiable, documented program to enhance security procedures throughout its supply chain process, including, but not limited to, its manufacturing business partners. Where the Import Supplier does not exercise control of a production facility, transportation or distribution entity, or process in the supply chain, the Import Supplier agrees to communicate the C-TPAT security criteria to its manufacturers and transportation/distribution service providers and, where practical, condition its relationships to those entities on the acceptance and implementation of the C-TPAT security criteria.

The Import Supplier agrees to communicate CVS Pharmacy, Inc.'s supply chain security and C-TPAT procedures to its manufacturers in a documented and verifiable format that can be made available upon request, and it understands that failure to do so may jeopardize its business relationship with CVS Pharmacy, Inc.

**Supplier Name:** \_\_\_\_\_

**CVS Supplier #:** \_\_\_\_\_

**Supplier Address:** \_\_\_\_\_

**Signature (Company Officer):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Company Officer Title:** \_\_\_\_\_

**Domestic Representative Name:** \_\_\_\_\_

**Domestic Representative Telephone Number:** \_\_\_\_\_

**Domestic Representative E-mail:** \_\_\_\_\_

**Is your company a C-TPAT member with U.S. Customs and Border Protection?** Yes | No

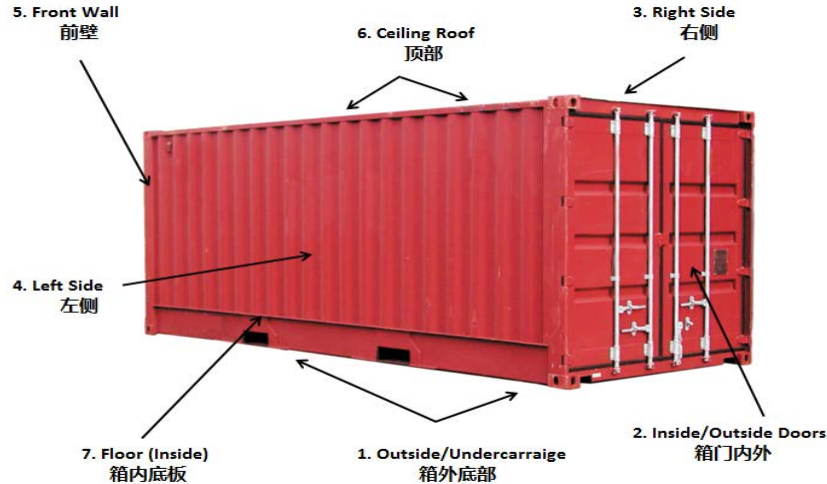
**Is your company a member of a non-U.S. supply chain security program (ex: AEO)?** Yes | No

*Some language in this agreement is derived from publications listed at [www.cbp.gov/ctpat](http://www.cbp.gov/ctpat).*

# Exhibit A

## 7-Point Container Inspection

Date of Inspection : \_\_\_\_\_



Please  for Yes

<b>1. Outside/Undercarriage</b>	<b>2. Inside/Outside Doors</b>
<input type="checkbox"/> Check for structural damage (dents, holes, repairs).	<input type="checkbox"/> Ensure locks are secure and reliable.
<input type="checkbox"/> Support beams are visible.	<input type="checkbox"/> Check for loose bolts.
<input type="checkbox"/> Ensure no foreign objects are mounted on container.	<input type="checkbox"/> Ensure hinges are secure and reliable.
<b>3. Right Side</b>	<b>4. Left Side</b>
<input type="checkbox"/> Look for usual repairs to structural beams.	<input type="checkbox"/> Look for unusual repairs to structural beams.
<input type="checkbox"/> Repairs to the inside wall must be visible on the outside and vice versa.	<input type="checkbox"/> Repairs to the inside wall must be visible on the outside and vice versa.
<b>5. Front Wall</b>	<b>6. Ceiling/Roof</b>
<input type="checkbox"/> Front wall should be made of corrugated material.	<input type="checkbox"/> Ensure beams are visible.
<input type="checkbox"/> Interior blocks are visible and not false or absent. (Cardboard blocks are not normal.)	<input type="checkbox"/> Ensure ventilation holes are visible. They should not be covered or absent.
<input type="checkbox"/> Ensure vents are visible.	<input type="checkbox"/> Ensure no foreign objects are mounted to the container.
<b>7. Floor (Inside)</b>	<b>8. Seal Verification</b>
<input type="checkbox"/> Ensure floor of container is flat.	<input type="checkbox"/> Seal properly affixed.
<input type="checkbox"/> Ensure floor is uniform height.	<input type="checkbox"/> Seal meets or exceeds PAS ISO 17712 standards.
<input type="checkbox"/> Look for unusual repairs to the floor.	<input type="checkbox"/> Ensure seal is not broken/damaged.

\*\*\*Before loading the container, you must conduct a 7-point inspection in order to ensure the safety of the whole container. If a container for CVS is damaged or there is evidence of tampering, please contact Yusen Logistics for resolution prior to shipping.\*\*\*

Container Number : \_\_\_\_\_

Seal Number : \_\_\_\_\_

Full Name : \_\_\_\_\_

Signature : \_\_\_\_\_

**Exhibit B**



## Exhibit C

**Example of a Factory Outbound Shipment Log**

**Factory Name:**

**Factory Address:**

**Factory Contact Phone Number:**

Carrier	Driver Name	Container / Trailer Number	Seal Number (if applicable)	Destination	Purchase Order	Item Number	Manifest Quantity	Date Loaded	Time Loaded	Security Guard Name