

Statement from San Francisco Herb & Natural Food Company

San Francisco Herb & Natural Food Company would like to extend our deepest apologies to our loyal customers for any shortcomings that may have contributed to the mouse problem experienced in our facility. This condition was unacceptable. We have taken every measure possible to ensure that this does not happen again. We hold this company to the highest standards and are committed to re-earning your trust by demonstrating improvement of our practices in the delivery of our herbs and spices.

From the beginning, we have been working diligently and in full cooperation with the oversight of the California Department of Public Health (CDPH) to rectify the mouse problem that arose. At this time we can report the following:

- Voluntary recalls have been initiated of products sold that could have been impacted. In addition, we have sequestered and will destroy products not sold that have been impacted.
- We are continuing to ensure that all mice have been successfully eradicated from the premises and increased prevention and monitoring efforts have been adopted at the facility.
- The facility has been thoroughly sanitized to ensure no residual effects of the infestation remains.
- We have instituted new procedures and increased training of staff to reduce any chance of a repeat of mice at the warehouse.

We have taken all of these actions in conjunction with and under the oversight of the CDPH to thoroughly and completely address the mouse problem. We are continuing to work with the CDPH to re-inspect the warehouse in anticipation of an eventual re-opening of San Francisco Herb and Natural Food Company.

While we know that the condition at our warehouse was unacceptable, we want our consumers to understand that the scope and impact of the problem was not known to us. We thought that it was under control by the professionals we hired to manage pests. Furthermore, we thought we were in compliance with all regulations established by the FDA with regard to sifting foreign debris, or defects, (rocks, weeds, hairs, dirt, insects and animal contamination) from our spices and herbs. We have changed procedures at our operations to improve our handling of spices and herbs.

Again, the San Francisco Food and Herb Company apologizes to its customers and is fully committed to improving its operations and restoring the trust we have built in our quality products over the past 40 years.