

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
FOOD AND DRUG ADMINISTRATION**

DISTRICT ADDRESS AND PHONE NUMBER 1431 Harbor Bay Parkway Alameda, CA 94502-7070 (510) 337-6700 Fax: (510) 337-6702 Industry Information: www.fda.gov/oc/industry	DATE(S) OF INSPECTION 07/03/2012 - 07/16/2012*
	FEI NUMBER 3001236708

NAME AND TITLE OF INDIVIDUAL TO WHOM REPORT ISSUED
TO: Barry L. Meltzer, Owner/President

FIRM NAME San Francisco Herb & Natural Food Company	STREET ADDRESS 47444 Kato Rd
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CITY, STATE, ZIP CODE, COUNTRY Fremont, CA 94538-7319	TYPE ESTABLISHMENT INSPECTED Importer/Warehouse/Repacker
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This document lists observations made by the FDA representative(s) during the inspection of your facility. They are inspectional observations, and do not represent a final Agency determination regarding your compliance. If you have an objection regarding an observation, or have implemented, or plan to implement, corrective action in response to an observation, you may discuss the objection or action with the FDA representative(s) during the inspection or submit this information to FDA at the address above. If you have any questions, please contact FDA at the phone number and address above.

DURING AN INSPECTION OF YOUR FIRM WE OBSERVED:

OBSERVATION 1

Effective measures are not being taken to exclude pests from the processing areas and protect against the contamination of food on the premises by pests.

Specifically, on 7/3/12, we observed the following:

In the southwest corner of your warehouse:

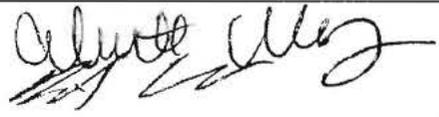
1a) Three of the (b) (4) bags of Calendula Petals, labeled in part, "****CALENDULA PETALS, WHL Lot # (b) (4) Nt Wt # 11 LBS Country Of Origin: Egypt" had apparent rodent gnaw holes, two of which exposed the product, including one in which contained three rodent excreta pellets in product directly beneath the gnaw hole. In addition, we observed several apparent urine stains at least 1/4 inch on these three bags. On two of the (b) (4) bags, we observed several rodent excreta pellets directly on top of the bags. On the wooden pallet below the bags, we observed at least fifty rodent excreta pellets and apparent urine stains comingled with product that had spilled out.

1b) One decomposed rodent in a mouse trap located approximately ten feet from pallet of Calendula Petals.

1c) At least sixteen of the (b) (4) bags of Sweet Paprika Powder, labeled in part, "****PAPRIKA, SWEET, PWD (b) (4) -ASTA Lot # (b) (4) Nt. Wt. # 55 LBS Country Of Origin:HUNGARY/CHINA, USA" had several apparent urine stains at least 1/4 inch in length. At least ten of the bags had a total of over one hundred rodent excreta pellets directly on top, and one bag had an apparent rodent gnaw hole approximately 1/4 inch in diameter exposing the product.

1d) One bag from a pallet of at least (b) (4) bags of Pau D'arco Bark, labeled in part "****PAU D'ARCO BK, BRAZIL, C/S Lot # (b) (4) Nt. Wt. # 55 LBS Country Of Origin: Brazil****" had at least ten rodent excreta pellets on top, and one other bag had an apparent rodent gnaw hole approximately 1/2 inch in diameter.

1e) On the wooden portion of pallet situated between two pallets containing bags of Rose Hips, labeled in part, "****ROSE HIPS, ORG, WHL Lot # (b) (4) Nt. Wt. # 66 LBS Country of Origin: Bulgaria****," were at least twelve rodent excreta pellets plus several apparent urine marks.

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If) One bag from a pallet of Roasted Chicory Root, labeled in part, "****CHICORY RT, ROASTED, ORG., PWD FINE Lot # (b) (4) Nt. Wt. # 45 LBS****(b) (4) ****(b) (4) ****" had an apparent rodent gnaw hole approximately two inches in diameter and product was spilled onto the floor directly beneath the hole.

Ig) From a lot consisting of (b) (4) cartons of Parsley Flakes, labeled in part, "****PARSLEY LF, C/S, FLAKES Lot # (b) (4) Nt. Wt. # 17.60 LBS Country Of Origin: Poland," there were several dead beetles (too many to count) on the exterior of over fifty cardboard cartons in between plastic that was wrapped around each of the pallets. Additionally, at least ten to fifteen rodent excreta pellets were observed on top of various cartons in lot

On the eastern side of the warehouse in rafter (b) (4):

lh) Twelve rodent excreta pellets on the floor in between and on pallets of rafter # (b) (4), which held (b) (4) of Psyllium Husk and (b) (4) of Tellicherry Peppercorn, and rafter # (b) (4), which held (b) (4) of Ashwagandha Root and (b) (4) of Peony Root.

li) Six rodent excreta pellets on the wooden portion and cardboard lining the bottom of rafter # (b) (4), which held various different products such as minced onion.

On the northern side of the warehouse towards the wall:

Ij) At least fifteen rodent excreta pellets on the wooden portion and cardboard lining the bottom of a pallet holding mesh bags of Rosemary Leaves, labeled in part, "****ROSEMARY LF, WHL Lot # (b) (4) Nt. Wt. # 33 LBS Country Of origin: Albania"

Ik) At least one hundred rodent excreta pellets on the floor in between pallets and on cardboard lining the bottom of a pallet holding cardboard cartons of Chicory Root Powder, labeled in part, "****CHICORY RT, ROASTED, ORG., PWD Lot # (b) (4) Nt. Wt. # 35 LBS****".

In the southeastern corner of the warehouse in rafter (b) (4):

ll) Ten rodent excreta pellets on the wooden portion of a pallet holding Flax Seeds (Lot (b) (4)) located on rafter # (b) (4).

On 7/9/12, we observed the following:

In the northwestern corner of the warehouse:

Im) Two decomposed rodents, two apparent rodent nests (composed of leaves, plastic, and paper bag material), and one live rodent that ran out from the middle of a pallet containing (b) (4) bags of Olive Leaves, labeled in part, "****OLIVE LF, ORGANIC WHL Lot # (b) (4) Nt. Wt. # 22 LBS Country Of Origin EGYPT****." Of these bags, at least eight bags had several apparent urine stains of at least 1/4 inch in length, two of which contained stains that appeared to be wet and smeared with blood. We also observed several rodent excreta pellets throughout the pallet, especially in the nesting areas where the decomposed rodents were found, and apparent gnaw holes/tears on at least three of the bags.

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ln) Five rodent excreta pellets on the pallet and floor where old and used cardboard is stored (near the cardboard compressor).

lo) Four rodent excreta pellets on the wooden portion of a pallet of Burdock Root (Lot # (b) (4)).

In the southeastern corner of the warehouse:

lp) Apparent urine stains of at least 1/4 inch in length on two of (b) (4) ~~two~~ ^{of 7/12/12} bags of Senna Pods, labeled in part, "***SENNA PODS, WHOLE Lot # (b) (4) Nt. Wt. # 211.2 LBS Country Of Origin: INDIA," in addition to fifteen rodent excreta pellets on top of one of these bags.

On 7/9/12 and 7/10/12, we observed the following:

lq) Under rafter # (b) (4), at least one hundred and fifty rodent excreta pellets on the pallet and on three of (b) (4) bags of Carob Powder, labeled in part "***CAROB RAW, PWD NT.WT: 55 LBS LOT# (b) (4)," in addition to apparent urine stains of at least 1/4 inch in length on at six of the bags. We also observed a large apparent gnaw hole/tear on the top of one of the bags in the pallet, which appeared to form an apparent rodent nest (composed of plastic wrappers and paper bag material) with several apparent urine stains and rodent excreta pellets mixed in.

On 7/10/12, we observed on the northern side of the warehouse:

lr) Apparent urine stains of at least 1/4 inch in length on at least ten of (b) (4) bags of Rosemary Leaves, labeled in part, "***ROSEMARY LEAF, WHL Lot # (b) (4) Nt. Wt. # 30.8 LBS Country Of Origin: Albania." In addition, we observed a total of at least thirty rodent excreta pellets on top of at least nine of the bags in the lot and apparent rodent gnaw holes approximately one inch in length on two of the bags.

ls) At least twenty rodent excreta pellets and two apparent rodent gnaw holes approximately one half inch in diameter on one burlap bag of Hops Flower, labeled in part, "***HOPS, FLOWER, WHL Lot # (b) (4) Nt. Wt. # 212 LBS***."

OBSERVATION 2

Failure to provide adequate screening or other protection against pests.

Specifically, on 7/9/12 and 7/10/12, we observed the following:

2a) The loading dock gate on the western wall of the warehouse (near the carton packing area) was open approximately one foot, even though there was a sign that read Please Do Not Open Door.

2b) Another loading dock gate on the western wall of the warehouse (near the carton packing area) had an approximately one to two inch gap on the bottom left corner of the gate when the gate was closed.

2c) The loading dock gate on the eastern wall of the warehouse that opens to the outside potpourri area had an approximately

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two inch gap below the gate. In addition, the door directly to the right of this gate was propped open approx two to three inches with a chain.

2d) Another loading dock gate on the eastern wall of the warehouse (located towards the northern wall) had an approximately two inch gap on the top of the gate plus two approximately one inch gaps on the left side of the gate when the gate was closed.

OBSERVATION 3

The storage of rubbish does not minimize the potential for waste becoming an attractant and harborage or breeding place for pests.

Specifically, on 7/3/12, 7/9/12, 7/10/12, 7/11/12 and 7/12/12, we observed the following:

3a) On the southwestern corner of the warehouse, there were at least twenty unused wooden pallets and other miscellaneous non-food items stored against the walls. These pallets were approximately five to ten feet away from where the decomposed rodent in the mouse trap was found on 7/3/12.

3b) On the eastern wall of the warehouse, near pallets of Peppermint powder bags and near the loading gate leading to the potpourri area, there were several cartons of packaging material and other miscellaneous non-food items stored directly against the wall.

3c) On the western wall of the warehouse near the carton packing area and near one of the loading dock doors, there were at least fifty unused wooden pallets stored on the floor.

3d) In the hallway outside of the maintenance room, there were several unused dusty equipment and machines stored against the wall.

OBSERVATION 4

Failure to remove litter and waste and cut weeds or grass that may constitute an attractant, breeding place, or harborage area for pests, within the immediate vicinity of the plant buildings or structures.

Specifically, on 7/11/12 and 7/12/12, we observed the following within the immediate vicinity outside of the eastern wall of the warehouse:

4a) Several pieces of old equipment, rubbish, and pallets of deteriorated cartons and bags containing potpourri and food intended for disposal. On at least two pallets of Cleavers Herb and Curly Pods, there were several dead beetles, too many to count, surrounding the outer bags in between the plastic wrapping the pallets. Additionally, we observed uncut weeds and grass in this area extending several yards back until the metal fence separating other buildings.

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- 4b) At least ten rodent excreta pellets on a pallet of Cinnamon Sticks and in various areas within the rubbish.
- 4c) One decomposed rodent approximately four feet away from the pallet of Cinnamon Sticks.
- 4d) Several mounds of apparent spice product dumped on the fields directly behind the rubbish.

OBSERVATION 5

Failure to store finished food under conditions that would protect against microbial contamination.

Specifically, on 7/9/12, we observed:

- 5a) Apparent mold on food inside plastic bags of at least three of (b) (4) cartons of Paprika Flakes, labeled in part, "***Country of Origin: China**PAPRIKA, SWEET FLAKES, T/B CUT Lot # (b) (4) Nt. Wt. # 44 LBS***."

*** DATES OF INSPECTION:**

07/03/2012(Tue), 07/09/2012(Mon), 07/10/2012(Tue), 07/11/2012(Wed), 07/12/2012(Thu), 07/16/2012(Mon)

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