



FLOCERT
assuring fairness

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ROOIBOS NORTH AMERICA, LLC
Hugh Lamond
27710 Jefferson Ave, Suite 106
Temecula CA 92590
United States

June 26, 2023
FLO ID: 46755

Dear Hugh Lamond,

We have the pleasure to inform you that, following the Fairtrade Initial audit on 19 Apr 2023, your organisation, ROOIBOS NORTH AMERICA, LLC, is

FAIRTRADE CERTIFIED

for the following product(s): Herbs, herbal teas & spices.

This means that you can trade under Fairtrade conditions until the end of the present certification cycle, end date of which is indicated on your certificate.

(Please note that we might carry out further audits within the certification cycle to assure continued compliance with the Fairtrade Standards.)

To access and download your Fairtrade certificate or your audit results and related documents, please log into the Intact Platform web portal (link referenced below).

- You will find your certificate under the tab *Certificate*.

- To access your audit results and related documents, go to the tab *Audit Status*, select the respective audit and click on *Documents* or *Audit Results*.

We recommend using the "*Operator contact search*" in Intact Platform regularly to ensure that your buyers and suppliers are also Fairtrade certified. You can also get automatically informed if the certification status of any trade partner changes, by setting this in FairMonitor. You can find our user guides at www.flocert.net/ecert-login/.

As a Fairtrade certified customer you have to report and verify your traded volumes in our online reporting system Fairtrace. Our Customer Service Team will contact you shortly with further information on the reporting procedure as well as on how to use Fairtrace.


You can find useful information and news about Fairtrade certification on our website www.flocert.net, where you can moreover subscribe to our *Customer Newsletter* to be regularly updated about the latest changes in the Standards you have to comply with.



For any questions, please do not hesitate to get in touch with Tania Kaimowitz, your FLOCERT certification contact at T.Kaimowitz@flocert.net or .

We wish you all the best for your continued Fairtrade business.

Kind regards,



Sugumar Raman
Director of Operations
FLOCERT GmbH

References:

- FLOCERT Audit Result List (*Intact Platform web portal : Audit status/ Audit results*)
- Intact Platform customer manuals (available on Intact Platform login page:
<https://www.flocert.net/ecert-login>)
- Certification Contract