



IN THE SPOTLIGHT

Season's Greetings from Ecocert Canada!

We wish you all a joyful holiday season and may 2013 be filled great happiness, serenity and success in 2013.

New Office in Saskatoon!

We are pleased to welcome Jennifer and Natalie Bromm to the Ecocert Canada office in Saskatoon! The Bromm sisters grew up on the certified organic family farm in Tisdale, Saskatchewan. Both are very happy to work with a company that represents their values and are looking forward to working with the organic producers of the prairies. For Jennifer and Natalie, supporting organic farms through their work with Ecocert is a very exciting opportunity. You can reach Jennifer at jennifer.bromm@ecocert.com and Natalie at natalie.bromm@ecocert.com or 306-665-9072.

New Forms

Good News! We have simplified our renewal forms. Now you simply add new information and sign!

Maple renewal forms were sent out at the end of November.

Keep an eye on your inbox and / or mailbox in January for your farm renewal packages.

Don't forget to let us know when you stop your activities.

TOOLBOX

If you are moving...

Don't forget to send us your new address by email at office.canada@ecocert.com

Bank Transfers

BMO Bank of Montreal customers can now pay for certification through www.bmo.com. Contact your bank for more details.

REGULATIONS

Non-compliances

When we inform you of non-compliances in the decision letter, you must inform us of the corrective measures put in place in order to close these non-compliances.





IN THE FIELD
2012 Results

Successful transition to new eCert database software

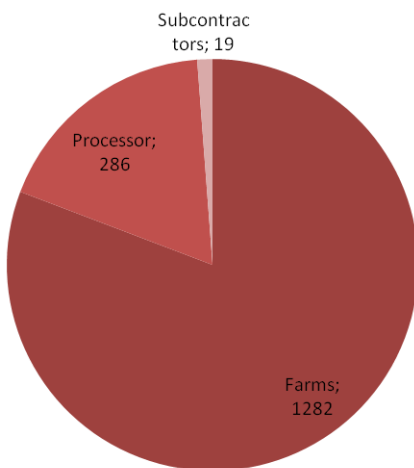
This new tool improves our efficiency and monitoring of the certification process. Thanks to eCert the 2013 renewal forms are super simple for your to fill in. Hooray for reducing paper!

The time delays from inspection to decision letter were on average **24.5 days**.

There were a total of 5 **certification suspensions**, 3 of which were due to critical non-compliances and 2 for non-compliances that were never corrected.

We received **complaints** about our services from 0.8% of our clients in 2012. A great reduction in complaints compared with previous years confirms that our dedication to continuous improvement is working.

1587 Inspections in 2012



Recent Events

Caroline had the pleasure of meeting our clients and introducing Natalie and Jennifer Bromm from our new Western Office during the Organic Connections Conference in Regina le 2 and 3 November. She then had the chance to meet up with clients and organic stakeholders in the Maritimes at the ACORN Organic Conference and Tradeshow November 22 to 24 in Charlottetown. GMOs are the primary preoccupation of the organic sector across the country. For more information visit www.cban.ca

Follow us on facebook and Twitter!



Refer a Neighbour and Win !

Congratulations to Ms. Anne Roussel from Ferme Cadet Roussel in Mont-Saint-Gregoire, Quebec. This "Christmas Spa" basket is filled with Ecocert certified products.

To enter your name in the next "Refer a Neighbour and Win" draw please submit your info via our website at www.ecocertcanada.com/content/refer-neighbour-and-win

Our next draw is March 4th, 2013.