



To: Hilton Hotels Worldwide Holdings Inc.
[Redacted]
[Redacted]
[Redacted]

13 December 2023

Dear Information Officer,

REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (“PAIA”)

BACKGROUND

1. We are writing to you again to request access to information from Hilton Hotels Worldwide Holdings Inc. (“**Hilton Hotels**”) in respect of its hotels located in South Africa, given its role in the egg supply chain.
2. Hilton Hotels serves eggs to guests at its hotels, and is thus a participant in the egg supply chain. Hilton Hotels’ use of eggs is exemplified by its commitment to sourcing cage free eggs by 2030, available [here](#).
3. In South Africa, the egg supply chain utilises cruel and inhumane practices associated with caged egg production, which includes the use of battery cages, beak trimming, de-toeing or toe clipping, and/or overstocking within cages as well as day-old male chick culling. These practices are harmful to animal welfare, human health and well-being and the environment. An uncomfortable truth is that Hilton Hotels’ role in the egg supply chain renders it complicit in this cruelty and inhumanity.
4. We previously requested access to information in relation to Hilton Hotels’ role in the egg supply chain for the period 1 November 2018 to 30 November 2022 (“**First Period**”). You provided limited access to information in response. This was reported in “Laying Down the Facts: Animal Welfare Standards of the Companies providing your Favourite Foods” (“**the Initial Report**”), available [here](#). Should you wish to engage with us about the Initial Report, we would welcome constructive dialogue in the public interest and to advance animal welfare, human health and well-being and the protection of the environment.
5. The Initial Report rated Hilton Hotels overall as “orange” for the reasons mentioned therein, including that Hilton Hotels has not instituted internal policies to advance animal welfare. Hilton Hotels also did not have a PAIA Manual as required by PAIA.
6. As we continue to advance corporate accountability in South Africa’s egg industry, we now seek access to records for the period 1 December 2022 to 30 November 2023 (“**the Second Period**”) in respect of Hilton Hotels’ role in the egg supply chain.
7. The records requested include internal policies regarding animal welfare and environmental matters, annual and

sustainability reporting and asset and stock registers, compliance with relevant animal protection legislation, records related to charges, judgments and orders, records related to egg production and supply chain, industry association membership records and compliance with such association standards, requirements and certification, third party certification, animal welfare and environmental commitments and public statements made in relation to animal welfare and environmental matters. The records are required to protect the environmental right enshrined in section 24 of the Constitution of the Republic of South Africa, 1996.

REQUEST FOR ACCESS TO INFORMATION

8. Please see attached a PAIA Form 2 request in terms of which we seek access to records relating to Hilton Hotels' role in the egg supply chain for the Second Period (1 December 2022 to 30 November 2023). In addition, we have devised two Google forms which list the records which we request from you. The Google forms enable you to directly upload the requested records to our Google drive, to simplify the process of sending and receiving records. By way of complying with your obligations in terms of PAIA, we ask that you complete the two Google forms:
 - 8.1. **PART A:** which concerns a request for records in the Second Period focused on animal welfare issues arising from Hilton Hotels' role in the egg supply chain (in a similar vein to our previous request related to the First Period); and
 - 8.2. **PART B:** which concerns information related to the environmental impacts arising from Hilton Hotels' role in the egg supply chain.
9. You will need to sign in to a Gmail account to access the forms. For ease of reference, a PDF of the forms is attached.
10. In accordance with the provisions of the Protection of Personal Information Act 4 of 2013 (“**POPIA**”), only personal information protected by POPIA may be redacted from the requested records in the Google forms.
11. Furthermore, Hilton Hotels does not have a PAIA Manual readily available on its website as required by PAIA. As such, ALRSA requests a copy of Hilton Hotels' PAIA Manual.

RIGHT TO BE PROTECTED

12. The poultry industry, which supplies the egg supply chain, is South Africa's largest contributor to agriculture, mainly relying on intensive farming methods, including battery cages for layer hens, to increase egg production and profits. These agricultural practices harm animal welfare, cause air pollution, soil pollution, and water pollution, and produce immense waste. They contribute to climate change, including through the release of greenhouse gas emissions from transportation, generators, excretion in cages, habitat loss, and more. Additionally, there is a risk of the spread of animal diseases (exemplified by the 2023 avian influenza outbreak) which can be passed on to humans. Caged-egg production negatively impacts human health and well-being, including vulnerable farm workers, underscoring the need for ecologically sustainable and humane alternatives amid concerns of food security and safety.
13. The environmental right requires protection of “the environment”, which encompasses animals, air, land, and water, for the benefit of present and future generations, and includes the protection of animal welfare. It further demands that the environment be protected by reasonable measures that secure ecologically sustainable development and promote justifiable economic and social development. The right binds both corporations and the state. There can be no doubt that various activities in the egg supply chain undermine the fulfilment of the environmental right.
14. ALRSA, acting in the public interest, requires the records requested to protect the environmental right, among

others.

15. The records requested will indicate Hilton Hotels' efforts (or lack thereof) to promote, fulfil, and protect the right to an environment not harmful to health or well-being and empower the public to make informed decisions on whether Hilton Hotels' role in the egg supply chain aligns with reasonable measures that secure ecologically sustainable development and promote justifiable economic and social development. For instance, the records will illustrate whether and to what extent Hilton Hotels is transitioning from the sale of caged to free range eggs to its customers. Your response will once again be reported on in a forthcoming report, building on the Initial Report.

CONCLUSION

16. We look forward to receiving your response to our request for records within 30 (thirty) days from date hereof (**i.e. no later than 15 January 2024**) as required by PAIA.
17. As a non-profit organisation acting in the public interest we seek exemption from paying the fees prescribed by PAIA. We further specifically request that the information requested be provided electronically (via uploading documents on the provided Google forms) to reduce costs.
18. We would welcome any further resources or information you think would be helpful, and look forward to engaging with you in a cooperative and transparent manner.
19. Should you have any questions regarding the request, please do not hesitate to contact us. Please address written correspondence via email outreach@animallawreform.org and CC: contact@animallawreform.org.

Yours sincerely,

