

## Animal Law Reform South Africa Outreach

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**From:** Animal Law Reform South Africa Outreach  
**Sent:** Friday, 24 May 2024 10:34  
**To:** [REDACTED]  
**Subject:** RE: Your second PAIA Application

Tracking:	Recipient	Delivery
	[REDACTED]	
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	

Dear [REDACTED]

I am writing to follow up on our previous correspondence regarding the PAIA request sent to MassMart Holdings Ltd ("Massmart") which includes its subsidiaries, Massstores (Pty) Ltd t/a Game and Massstores (Pty) Ltd t/a Makro on behalf of Animal Law Reform South Africa on 13 December 2023. The deadline for your response to our request, including the granted extensions, was 26 January 2024. However, we have not received further communication from your end since.

Understanding the complexities involved in processing such requests, we are providing one further opportunity for you to provide a formal response, until **10 June 2024**. We trust this extension will allow you the necessary time to address our request thoroughly.

Should we not receive a response by the extended deadline of **10 June 2024**, we will deem this as a refusal under PAIA. We may then elect to lodge a formal complaint with the Information Regulator regarding MassMart's handling of our request or take such further action as we may be advised.

We value open communication and collaboration and remain hopeful for a positive resolution to this matter.

Please acknowledge receipt of this email.

Thank you for your attention to this urgent matter.

Kind regards

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**Outreach: External Liaison**  
Animal Law Reform South Africa  
[outreach@animallawreform.org](mailto:outreach@animallawreform.org)



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**From:** Animal Law Reform South Africa Outreach

**Sent:** Friday, January 19, 2024 2:02 PM

**To:** [REDACTED]

**Subject:** RE: Your second PAIA Application

[REDACTED]

I trust you are well.

Thank you for your response and acknowledgement of receipt of our request dated 13 December 2023 to MassMart Holdings Ltd (“Massmart”) which includes its subsidiaries, Massstores (Pty) Ltd t/a Game and Massstores (Pty) Ltd t/a Makro.

We deny that we are “not entitled” to the information requested. We have exercised our constitutionally protected right to access to information of a private body and delivered the necessary form in terms of the Promotion of Access to Information Act 2 of 2000 (PAIA) to Massmart on **13 December 2023**. Under the circumstances, Massmart has a legal obligation to provide access to the information, given that the information is required for the protection of the environmental right, as set out in our previous correspondence.

To clarify our position, Massmart produces and sells products that contain eggs for its private brand and is thus a participant in the egg supply chain. Furthermore, Massmart indicates that it has been approached by the Humane League in respect of a cage free transition, and “will continue to engage with the poultry industry on welfare standards”. Given that our project relates, among other matters, to advancing cage free commitments and chicken welfare more generally, the records requested from Massmart, a company that sells and produces products containing eggs, are indeed necessary for our project. The records will, among other things, enable the pursuit of corporate accountability and transparency in the egg supply chain in South Africa.

Furthermore, you allege that you “do not see anything in your PAIA application which has changed from the application received last year”, being 2022. As has been made clear in our request, Part A of the records requested concerns a request for records focused on **animal welfare issues** arising from Massmart’s role in the egg supply chain (in a similar vein to our previous request sent in 2022), but for a different time period; and Part B of the records requested concerns information related to the **environmental impacts** arising from Massmart’s role in the egg supply chain. Therefore, the records requested on 13 December 2023 differ from those requested during 2022.

In our previous correspondence, we confirmed that the records were to be provided by 15 January 2024. We hereby grant Massmart an extra 7 (seven) days to respond to our request. Therefore, we look forward to receiving the records requested by **26 January 2024**.

Kindly acknowledge receipt of this email.

Kind regards

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**Outreach: External Liaison**  
Animal Law Reform South Africa  
[outreach@animallawreform.org](mailto:outreach@animallawreform.org)



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**From:** [REDACTED]

**Sent:** Tuesday, January 2, 2024 2:21 PM

**To:** Animal Law Reform South Africa Outreach [REDACTED]

**Subject:** Your second PAIA Application

Dear Sir

We acknowledge receipt of your PAIA application dated 13 December 2023.

Unfortunately, we do not see anything in your PAIA application which has changed from the application received last year.

As such, we remain of the view that you are not entitled to such information and same should rather be sought from actual suppliers in this regard.

Thanks