

**From:** [Animal Law Reform South Africa Outreach](#)  
**To:** [REDACTED]  
**Bcc:** [REDACTED]  
**Date:** Thursday, 23 February 2023 13:00:00  
**Attachments:** [image001.png](#)  
[image004.png](#)

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[REDACTED]

I trust you are well.

This email concerns the request for access to information in terms of the Promotion of Access to Information Act 2 of 2000 ("PAIA") delivered to MassMart on behalf of Animal Law Reform South Africa on 16 November 2022. In terms of our request, and subsequent extension granted, your response to our request was due by no later than **3 February 2023**.

We hereby notify you that your non-response to our request amounts to a refusal in terms of PAIA. As such, MassMart will be negatively ranked in our public report on the basis that you have been non-responsive to our request.

You are hereby given a final opportunity to respond to our request by no later than **3 March 2023** given that we are currently preparing our public report.

Should you fail to do so, we reserve our rights to exhaust the legal remedies available to us, including but not limited to, approaching the Information Regulator to lodge a complaint in respect of MassMart, and/or approach the courts.

Kindly acknowledge receipt of this email.

Yours sincerely,

[REDACTED]

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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:** Thursday, 09 February 2023 07:55  
**To:** Animal Law Reform South Africa Outreach <[outreach@animallawreform.org](mailto:outreach@animallawreform.org)>  
**Cc:** [REDACTED]  
[REDACTED]

**Subject:** RE: PAIA Request

Good afternoon

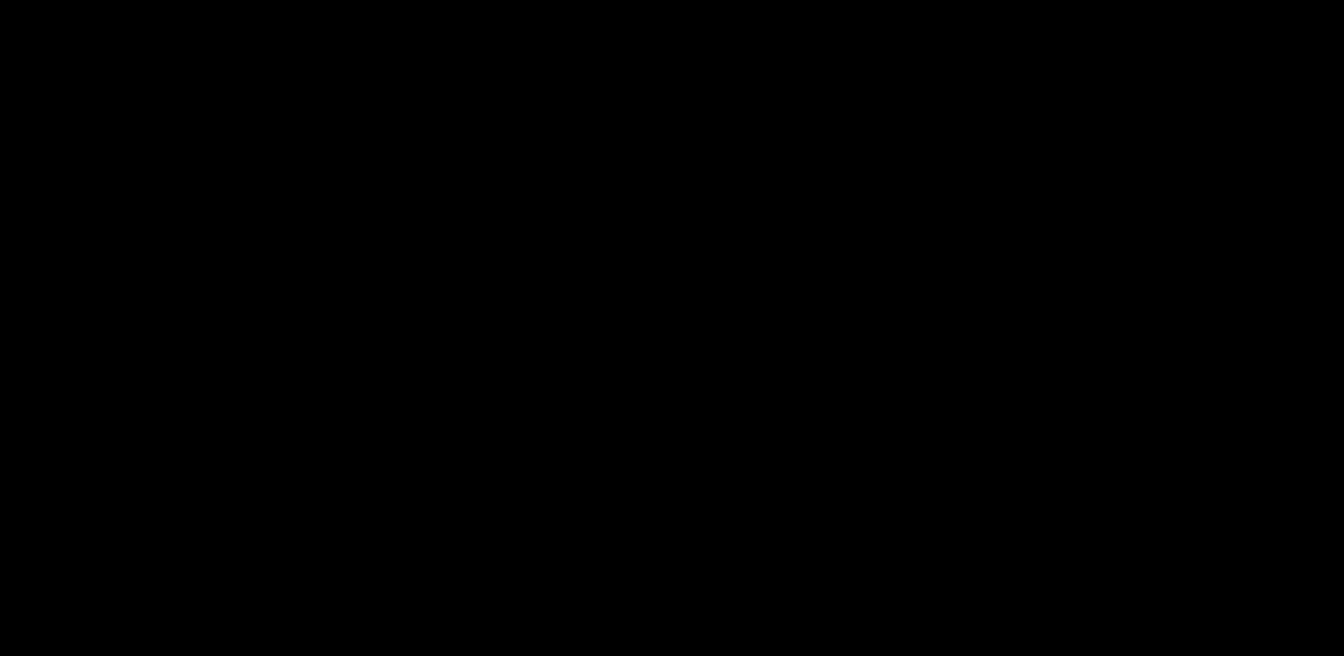
Thank you for the email.

I unfortunately missed this when it was initially received.

I have asked the relevant individuals to put the information (that we have available) together for you.

Thank you in anticipation for your patience in this regard.

Thanks



**From:** Animal Law Reform South Africa Outreach <[outreach@animallawreform.org](mailto:outreach@animallawreform.org)>

**Sent:** Tuesday, January 17, 2023 10:55 AM

**To:** [REDACTED]

**Cc:** [REDACTED]  
[REDACTED]

**Subject:** RE: PAIA Request

**This Message originated outside your organization.**

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Dear [REDACTED]

I trust you are well.

Thank you for your response and acknowledgement of receipt of our PAIA request dated **16 November 2022**.

We understand that company capacity could potentially be limited in fulfilling our PAIA request within the prescribed time period during the festive season. Appreciative of our own deadlines in

this process, we can afford you an extension for our PAIA request to **3 February 2023**. We trust this extension is sufficient in order to give justice to our request. It goes beyond the 30-day extension period that PAIA affords, and no further extensions will be granted.

We have written to MassMart on the basis that MassMart sells several egg and egg related products. MassMart, as an entity in the sale of egg and egg related products to consumers, is thus a key role player in the egg supply chain. You will note from our letter that some of the information requested relates to (among other issues) MassMart's internal policies regarding animal welfare and environmental matters; records concerning MassMart suppliers in the sourcing of eggs in their egg supply chain; as well as MassMart's own commitments to sourcing of eggs only from layer hens not housed in cages. We have also asked for details of assets and stocks, and these would relate to details of eggs sold by MassMart. The full details of our request are detailed therein, and we have included the prescribed form.

We trust the above clarifies our request, however, please do not hesitate to reach out if you have further questions. We trust you will furnish records as requested in our PAIA request in terms of your statutory obligations.

We look forward to your response to our request by **3 February 2023**.

Kindly acknowledge receipt of this email.

Yours sincerely,

[Redacted Signature]

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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:** Wednesday, 14 December 2022 06:52  
**To:** Animal Law Reform South Africa Outreach <[outreach@animallawreform.org](mailto:outreach@animallawreform.org)>  
**Subject:** PAIA Request

Hi there

I hope you are well.

Your PAIA request has been sent to me to collate. I have requested the relevant documentation from my colleagues but given the time of year, some people are on leave.

I wanted to assure you that we are paying attention to your request but that we are unlikely to be able to respond to such a lengthy request by 20 December.

In addition, I wanted to confirm that we are a retailer and as such, you are probably well placed to request the same type of information directly from suppliers. Much of your request contains information we do not have.

We will revert as soon as we have as much as we have to submit to you.

Thanks

