

**From:**



**Subject:** RE: Hotel Verde (Pty) Ltd / ALRSA - Access to information in terms of PAIA  
**Date:** Tuesday, 25 April 2023 14:31:00  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image009.png](#)

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[REDACTED]

We acknowledge receipt of your correspondence dated 7 March 2023 in response to our PAIA request. We have now had an opportunity to take legal advice in respect of your correspondence. Please note that whilst we do not intend to deal with each and every issue raised in your correspondence of 7 March 2023, we reserve the right to do so in detail, and in the appropriate forum, should the need arise.

It appears you have provided us with blank forms that your prospective food suppliers are required to complete. We commend Verde for requesting this information from its suppliers. However, the blank forms, whilst useful, are not entirely responsive to our PAIA request. Further, it is unclear whether USDA Organic and European Community Organic Production Logo are even applicable to South Africa nor suppliers in the country. What would be responsive and helpful is to understand first, whether your suppliers (whether from South Africa or abroad) in fact complete the forms, the responses received from suppliers, as well as how Verde Hotels reacts to responses. For instance (and without limiting our original PAIA request), in relation to the form titled 'Extended Meat-Verde Hotels-Procurement-Food & Beverage', information responsive to our PAIA request would disclose which suppliers indicated that they rear chickens in cages and batteries and which suppliers rear chickens' free range. Details of any eco/animal friendly claims made by suppliers in completing this form would further be responsive to our request.

As stated in your correspondence, once completed "these [forms] would have to be filled in and vetted first, before we even do any application to procure from them". We presume the completed forms have been collated and vetted and that records in this regard are available. As such, we request any and all records related to applications and the outcomes of this vetting process for the period of **1 November 2018 - 30 November 2022**. Such records would be responsive to our PAIA request.

We look forward to hearing from you. We would appreciate you coming back to us by **5 May 2023**, as we are preparing our public report that will rate Hotel Verde and other stakeholders in the egg supply chain.

Kindly acknowledge receipt of this email.

Kind regards



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



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**From:**



**Sent:** Wednesday, March 29, 2023 5:28 PM

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

[REDACTED]  
[REDACTED]  
**Subject:** Re: Hotel Verde (Pty) Ltd / ALRSA - Access to information in terms of PAIA

[REDACTED]  
I trust that you are well. I have not heard back from you and I am just checking in again to see if you had feedback regarding my response below, thanks.

I look forward to hearing from you.

Regards,  
[REDACTED]



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**From:** [REDACTED]

**Date:** Friday, 10 March 2023 at 09:48

**To:** [outreach@\[REDACTED\]](mailto:outreach@[REDACTED])

[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** Re: Hotel Verde (Pty) Ltd / ALRSA - Access to information in terms of PAIA

[REDACTED],  
I trust that you are well. I am following up on the mail below, thank you.

Looking forward to hearing from you.

Best regards,  
[REDACTED]

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**From:** A [REDACTED]

**Date:** Tuesday, 07 March 2023 at 15:51

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** Re: Hotel Verde (Pty) Ltd / ALRSA - Access to information in terms of PAIA  
[REDACTED]

I trust that you are well. I am [REDACTED] Hotel Verde and I am responding to your mail, on behalf of the General Manager of Hotel Verde.

Kindly find attached the OMMP's that we send to our prospective suppliers. Please see below. These would have to be filled in and vetted first, before we even do any application to procure from them.

Should you have any further questions, kindly contact me directly and I will be glad to help, thank you.

Best regards,  
[REDACTED]

[\*\*Extended Processed Foods-Verde Hotels-Procurement-Food & Beverage\*\*](#)

[\*\*Extended Milk-Verde Hotels-Procurement-Food & Beverage\*\*](#)

[\*\*BASIC ALL-Verde Hotels-Procurement-Food & Beverage\*\*](#)

[\*\*Extended Meat-Verde Hotels-Procurement-Food & Beverage\*\*](#)





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

**Sent:** Tuesday, March 7, 2023 2:20 PM

[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** RE: Hotel Verde (Pty) Ltd / ALRSA - Access to information in terms of PAIA

[REDACTED]

I trust you are well.

We have attempted to reach out to you telephonically to engage with you and find out which question you feel we have not answered. We have been unable to reach you. We summarise below the chain of correspondence between us, and thereafter endeavour to provide clarification.

In response to your email on 21 November, in which you indicated that you had “closed your doors”, we wrote to you on 25 November with evidence that Verde Hotels (Pty) Ltd is still operational, and we requested clarity on the basis upon which you claim the company is dormant, and asked you to provide a CIPC confirmation certificate in respect of the allegation that the company is dormant. You clarified that Hotel Verde (Pty) Ltd is still operational (whereas Verde Hotels (Pty) Ltd had closed its doors), and we therefore sent a subsequent PAIA request and covering letter to Hotel Verde (Pty) Ltd on 2 December 2022. Our covering letter delivered with the PAIA request on 12 December is self-explanatory. Nevertheless, we set out below further clarification.

You will note from our covering letter sent with our PAIA request of 12 December 2022 that some of the information requested would emerge from Hotel Verde’s internal policies regarding animal welfare and environmental matters; records concerning suppliers in the egg supply chain (i.e. which entities supply the relevant ingredients containing eggs or egg by-products to Hotel Verde; as well as Hotel Verde’s own commitments (if any) to utilise eggs in its products only from layer hens not housed in cages. We have also asked for details of assets and stocks, and, in the case of Hotel Verde, these would relate to details of brands produced/sold that include eggs and/or egg by-products as an ingredient. Our request further relates to any records of non-compliance with animal welfare related legislation and regulation as applicable to you.

To the extent that Hotel Verde claims that information is not in its possession, it is incumbent upon Hotel Verde to provide, in terms of s 55 of PAIA, an affidavit detailing the steps taken by you to locate the information, and to clarify precisely which information is not in its possession. We accordingly request access, alternatively the requisite affidavit. We also ask that Hotel Verde confirms, as your response suggests, that you have no responsible sourcing policy in place.

We are happy to provide further clarification, and trust that you will furnish records as requested in our PAIA request in terms of your statutory obligations.

We look forward to receiving your response to our request by no later than **22 March 2023**.

Kindly acknowledge receipt hereof.

Kind regards,

[REDACTED]

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



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**From:** [REDACTED]  
**Sent:** Thursday, 23 February 2023 16:31  
**To:** Animal Law Reform South Africa Outreach <[outreach@animallawreform.org](mailto:outreach@animallawreform.org)>  
**Cc:** [REDACTED]  
[REDACTED]  
**Subject:** Re: ALRSA - Access to information in terms of PAIA

[REDACTED]

I responded to your mail on Monday, 21 November 2022 14:11 and asked a question to which I am still waiting on an answer.

Please answer the question and we can further look into your request.

Kind regards

[REDACTED]



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**From:** Animal Law Reform South Africa Outreach <[outreach@animallawreform.org](mailto:outreach@animallawreform.org)>  
**Sent:** 23 February 2023 14:36

[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: ALRSA - Access to information in terms of PAIA

[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 Hotel Verde (Pty) Ltd on behalf of Animal Law Reform South Africa on 12 December 2022. In terms of our request, your response to our request was due by no later than 11 January 2023.

We hereby notify you that your non-response to our request amounts to a refusal in terms of PAIA. As such, Hotel Verde (Pty) Ltd 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 Hotel Verde (Pty) Ltd, 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:** Animal Law Reform South Africa Outreach

**Sent:** Monday, 12 December 2022 10:53

[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: ALRSA - Access to information in terms of PAIA

[REDACTED]  
  
I trust you are well.

Thank you for your response and providing clarity regarding the trading name of your company.

As such, kindly find attached a request for access to information in terms of the Promotion of Access to Information Act 2 of 2000 to Hotel Verde (Pty) Ltd, as well as a covering letter with more information in respect thereof.

We look forward to receiving your response within 30 days of the date hereof (i.e., by no later than **19 January 2023**).

Kindly acknowledge receipt hereof.

Kind regards,

[REDACTED]

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[outreach@animallawreform.org](mailto:outreach@animallawreform.org)



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[REDACTED]

**Sent:** Monday, 05 December 2022 08:45

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

**Cc:** [REDACTED]

**Subject:** Re: ALRSA - Access to information in terms of PAIA

Good morning

The hotel is trading under the name Hotel Verde (Pty) Ltd.

Kind regards

[REDACTED]



[REDACTED]

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

**Sent:** 02 December 2022 19:04

**To:** [REDACTED]

**Subject:** RE: ALRSA - Access to information in terms of PAIA

[REDACTED]

I trust you are well.

Thank you for your response and that “Verde Hotels closed down, but the property, Hotel Verde, is still trading.” Kindly confirm the entity’s name under which Hotel Verde is still trading. This way we can direct our requests for information to the correct entity.

We look forward to your response.

Kind regards,

[REDACTED]

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



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[REDACTED]

**Sent:** Monday, 28 November 2022 08:35

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

**Cc:** [REDACTED]

**Subject:** Re: ALRSA - Access to information in terms of PAIA

[REDACTED]

Verde Hotels closed down, but the property, Hotel Verde, is still trading.

I know, the names can be confusing. Your first mail required documents for Verde Hotels, hence my response.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





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

**Sent:** 25 November 2022 11:54

[REDACTED]

**Subject:** RE: ALRSA - Access to information in terms of PAIA

[REDACTED]

I trust you are well.

Thank you for your response which is much appreciated. We are sorry to hear about your company having to close its doors due to the effects of COVID-19.

Based on our searches, it appears as if the company is still taking bookings. Could you please clarify on what sense the company is dormant and provide the CIPC confirmation certificate to this effect (such as the annual return)?

Kind regards

[REDACTED]

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[REDACTED]

**Sent:** Monday, 21 November 2022 14:11

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

**Subject:** Re: ALRSA - Access to information in terms of PAIA

Thank you for the e-mail.

I do not quite understand what information you need from Verde Hotels?

Just a note - the company, Verde Hotels, is dormant at this point in time and not operating. The effects of COVID was devastating and we had to close the business.

We will try and be as helpful as possible, if you can advise what you need, as we have almost none of the information mentioned in your letter on hand.

We do not complete any statutory documents for this, so if you can explain what information you will gather when we sign your form C, it will be easier for us to understand and agree.

Kind regards



**From:** [REDACTED]

**Sent:** 21 November 2022 13:26

**To:** [REDACTED]

**Subject:** FW: ALRSA - Access to information in terms of PAIA



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

**Sent:** Monday, 21 November 2022 12:55

**To:** [REDACTED]

**Subject:** ALRSA - Access to information in terms of PAIA

[REDACTED]

I trust you are well.

By way of introduction, my name is [REDACTED] I write on behalf of Animal Law Reform South Africa.

Kindly find attached a request for access to information in terms of the Promotion of Access to Information Act 2 of 2000, as well as a covering letter with more information in respect thereof.

You may have received an email from me on Friday, 18 November 2022. Unfortunately, there was an error in the attachment to that email. It was therefore recalled. We now enclose the correct attachments and apologize for any inconvenience caused.

We look forward to receiving your response to this email within 30 days of the date hereof (i.e., by no later than **23 December 2022**).

Kindly acknowledge receipt hereof.

Kind regards,

[REDACTED]

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**Outreach: External Liaison**

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



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