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Thank you for giving us the opportunity concerning the online article regarding recruitment agency Vision & Value Overseas (Vision & Value), published by the Nepali Times on 8 February 2021: <https://www.nepalitimes.com/latest/the-long-wait-beforeflight/> in the United Arab Emirates (UAE), we commenced our due diligence and we appreciated the opportunity to share more insights on the matter.

Millennium Hotels and Resorts MEA is part of a global hospitality group has a responsibility to uphold and protect the human rights of individuals working for it in the communities and societies where it operates. We recognise our requirement to contribute positively to global efforts to ensure human rights are understood and observed as far as is reasonably practicable.

Our Human Rights Policy applies to all colleagues, whether they are full-time, part-time, contract, or temporary employees, and extends to all our controlled businesses and associates that we operate with. Where we do not have a controlling interest, we will encourage business partners, including contractors, suppliers, and joint venture partners, to apply this Policy.

Our Human Rights Standards are based on international sources of law and aim to ensure consistent worldwide adoption of the principles throughout the Group. In line with The United Nation's Universal Declaration of Human Rights ("UDHR") provides a common standard of achievement for all people and all nations' which Millennium Hotels and Resorts MEA observes and promotes. The guidelines of the relevant International Labour Organisation ("ILO") Conventions and UNICEF's Convention for the Rights of the Child are also fundamental to instructing our policy provisions. As part of responsible hospitality, Millennium Hotels and Resorts MEA is committed to upholding human rights and helping to prevent slavery and human trafficking.

Millennium Hotels and Resorts MEA strives to maintain the highest standards of ethical behaviour and governance compliance. We recognise our responsibility to manage our business and supply chains to identify and alleviate any potential or actual human rights violations, including modern slavery. We are committed to working with our suppliers to address potential areas of risk and to work together to mitigate any areas of concern.

As per our policies and procedure, Millennium Hotels and Resorts MEA adheres to "no fees" and states in any third party recruitment agreement, duly signed agreement by both parties states in the Payment & Liabilities that:

- "The First Party – (The Hotel) will pay a recruitment fee of one-month basic salary for each recruited candidate. And "The Second Party – (The Recruitment Company) agrees not to collect any fees from candidates. Any labour expenses, governmental fees, or taxes if applicable or chargeable in the territory in connection with the recruitment will be borne by the joining candidate or the First Party with written approval from the First Party."
- By the Recruitment Company, if the Recruiter has charged the candidate and the Company for the same fees. Termination of the Agreement under this clause shall be immediate, and the Recruiter shall forfeit all fees due to them at the time of termination

Millennium Hotels and Resorts MEA had a regional agreement in 2016 with Vision and Value valid for one year and has never been utilised nor renewed since then. One of our properties did utilise the recruitment agency once during their pre-opening phase and hired 13 colleagues in 2018; out of seven colleagues are still employed.

The property management has conducted interviews with the colleagues to investigate further on the matter. Much to our surprise and completely beyond our authority or any information regarding the same from the recruitment agency four out of seven colleagues did confirm they have paid recruitment fees to the agency, despite the agreement terms and conditions in place and in the guarantee letter issued to the Director-General, Department of Foreign Employment, Ministry of Labour and Transport Management, Kathmandu, Nepal, states that "we also assure you that these workers will not be sent out of the United Arab Emirates. We will provide a free visa, period in free cost, and will not reduce any amount from the salary of the worker's and Vision and Values Overseas will not charge any money from joining ticket and visa.

We appreciate you bringing this vital matter to our attention, and we will ensure this information is taken into consideration for any future recruitment.

Sincerely yours,

Millennium Hotels and Resorts MEA