

December 14, 2022

Mitsui O.S.K. Lines, Ltd.

Tokyu Hotels Co., Ltd.

## **Business Alliance Agreement on Support for Global Human Resources for Hotel Business between MOL and Tokyu Hotels**

TOKYO—Mitsui O.S.K. Lines, Ltd. (MOL) and Tokyu Hotels Co., Ltd. (Tokyu Hotels) today reached agreement on a consulting business alliance regarding the recruitment of global personnel for Tokyu Hotels' hotel business.

Attracting and developing human resources is a challenge in the hospitality industry under the current "living with COVID-19" situation and travel demand is growing rapidly. Based on the alliance, MOL will assist Tokyu Hotels in securing human resources that are critical to the development of its business.

Leveraging its experience and expertise in training global seafarers for many years, MOL is developing a global human resources consulting business that trains and introduces personnel in a wide range of industries to companies that are considering hiring new workers from overseas or adding more global personnel to their workforces. Tokyu Hotels operates a chain of 53 hotels with more than 14,000 rooms in Japan and overseas. Through the alliance, MOL will offer comprehensive support services from recruitment to employment by introducing personnel with the necessary skills based on an accurate understanding of Tokyu Hotels' recruitment needs.

This is the first time MOL has entered a business alliance with a hotel operator to recruit global personnel. It will draw upon the alliance as it seeks ways to effectively recruit globally throughout the service industry, which is facing a significant shortage of workers due to Japan's projected declining birthrate and aging population, as well as a decrease in the working-age population.

This is also the first time that Tokyu Hotels has entered into a partnership for comprehensive support for global human resources, from introduction to employment. In view of the importance of international tourism in Japan and increasing numbers of visitors from abroad, it will continue to work on securing and training human resources for various hospitality services as a key issue, with the aim of strengthening its competitiveness in the lodging industry and responding flexibly to diversifying lifestyles.

Bringing together MOL, which has a wealth of experience in recruiting global personnel, and Tokyu

Hotels, which operates a wide range of hotel businesses in Japan and overseas, the alliance will help the companies leverage each other's strengths to connect workers and companies across borders and contribute to solving labor shortages in Japan's service industries, while promoting the sustainable development of local communities.

**[Expected impact of this alliance]**

- MOL  
Through the alliance, MOL will learn about the skills, work experience, working systems, living environment, and other aspects of the global personnel required in the hotel industry, and will be able to expand its global recruiting and staffing business to encompass hospitality businesses such as other lodging and food service, as well as nursing care.
  
- Tokyu Hotels  
Tokyu Hotels will be able to select the most suitable candidates from MOL's wide range of global personnel and hire a sufficient number of employees. MOL has an especially strong connection to the Philippines, and can help recruit Filipino workers who are eager to work in Japan and well-suited to working in the hospitality industry. Through MOL's programs that provide Japanese-language education and an understanding of Japanese culture in advance of hiring, it is expected to reduce the burden of language training and daily life support after employment, and facilitate smoother interaction among employees.
  
- Workers  
Through Tokyu Hotels' domestic and international networks, workers will find openings in a wide variety of positions and many different work locations, enabling longer and more stable employment.

**[Corporate Profile]**

Name	Mitsui O.S.K. Lines, Ltd.
Address	2-1-1 Toranomom, Minato-ku, Tokyo
Representative	President & CEO Takeshi Hashimoto
Business	Ocean shipping, etc.
Founded	May, 1884

Name	Tokyu Hotels Co., Ltd.
Address	1-10-7 Dogenzaka, Shibuya-ku, Tokyo
Representative	President & Representative Director Jun Murai
Business	Hotel management and outsourced operations
Founded	January 2001

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