INTERPARLIAMENTARY TASKFORCE ON HUMAN TRAFFICKING
IMPACT STATEMENT - JEN MILLS for J4FHS
20 MAY 2026

My name is Jen Mills. I joined Harrods as a 16 year old girl, believing I was entering one of the world's most respected luxury institutions, with limitless exciting opportunities ahead of me. Instead, unknowingly, I entered an environment in which power, wealth, status, fear, and systemic failures enabled abuse to take place behind closed doors and where there was simply no protection for young women like myself.

What I experienced involved grooming, coercion, sexual harassment, serious sexual abuse, attempted rape, attempted strangulation, and conduct consistent with human trafficking for the purposes of sexual exploitation by Mohamed Fayed. Under the guise of employment and professional opportunity, I was manipulated and placed in situations where my vulnerability could be exploited and where there were no meaningful safeguarding protections, no safe reporting mechanisms, and no accountability for those responsible.

The abuse did not happen in isolation, nor was it simply the behaviour of one individual. It existed within a culture that allowed predatory conduct to continue unchecked. Young women were recruited into an environment where boundaries could be crossed without consequence, where fear and intimidation silenced victims, and where the reputation and power of wealthy, influential individuals appeared to matter more than the safety and wellbeing of employees.

The impact of these experiences on me has been profound and lifelong. Trauma of this nature does not end when the abuse itself ends. It seeps into every aspect of your life; your sense of safety, your ability to trust others, your confidence, your relationships, your emotional wellbeing, and your sense of self-worth. The psychological effects of sexual exploitation and trafficking-related abuse remain with me to this day and continue to influence how I navigate both my personal and my professional life.

For many years, I carried these experiences in silence and with great shame. Like many survivors, I struggled not only with the trauma itself, but with the lasting damage caused by institutional failures and the absence of safeguarding systems that should have protected vulnerable young employees. Looking back, I am frustrated and saddened that there were countless missed opportunities for intervention, accountability and protection.

Speaking publicly now is not about revisiting the past for its own sake. It is about exposing how exploitation, coercion, and trafficking-related abuse can occur within respected professional and corporate environments when power and wealth operates without oversight and when safeguarding mechanisms are absent or simply ignored.

I believe there is an urgent need for survivor-informed safeguarding policies, stronger Human Resources governance, independent reporting pathways, and mandatory education around grooming, coercion, exploitation, and abuse for young people entering employment. Working in partnership across borders and with other agencies is essential if future harm is to be prevented.

My experiences and my testimony needs to be heard. Survivors need to be heard. Perpetrators need to be brought to justice and prosecuted. I want to be able to contribute to meaningful systemic change, in partnership with lawmakers, in recognition of what happened to me and others within Harrods, under Mohamed Fayed's leadership, to ensure that no young person entering the workplace is ever left vulnerable to exploitation behind the façade of opportunity, influence, wealth or power ever again.

My name is Jen Mills and I am a survivor of sexual exploitation and trafficking. I am no longer afraid to be heard.