

Code of Conduct / Code of Conduct

As a public limited company, DeFa enables the successful recruitment of nursing staff from third countries through our expertise. The core of our work is to support employers and agencies in dealing with the necessary application procedures. In our "Work in Health! Germany" program, we support employers in the socially responsible recruitment of nursing staff from third countries.

DeFa was established at the beginning of October 2019. Saarland is the sole shareholder of DeFa.

What is important to us

We ensure that both our cooperation partners and our clients work in accordance with internationally recognized ethical guidelines when *recruiting*, *supporting* and *integrating* candidates.

Our mission statement

We support employers in recruiting and supporting international candidates and make our network available to them. We support the candidates by providing transparent information, social security during the preparation for entry and ongoing support until integration in Germany. DeFa undertakes to comply with international human rights standards, in particular the contents of the international UN human rights conventions and the United Nations Guiding Principles on Business and Human Rights ([guidingprinciplesbusinesshr_en.pdf](#)).

Our understanding of ethical mediation and practice

As a publicly owned company, DeFa observes German law and the law of the respective country of origin of the international candidates. This applies in particular with regard to labor, equal treatment and immigration law provisions. It is also important for us to consistently implement the international standards and guidelines on labor migration. This includes the WHO Global Code of Practice on the International Recruitment of Health Personnel and its implementation in the Annex to the German Employment Ordinance. No commercial recruitment of personnel in the healthcare sector may take place from the countries listed there. See: [WHO Global Code of Practice on the International Recruitment of Health Personnel \(2021\)](#)

In addition, the WHO Code stipulates compliance with the International Convention on Human Rights. It respects the right of individual candidates to migrate. At the same time, it strives to achieve a balance between the legitimate interests and responsibilities of candidates in the healthcare system, the countries of origin and the employers in the destination country so that these interests do not come into conflict with each other.

In doing so, we adhere to a strict ethical framework. This includes, for example, the following provisions:

- No action with minors
no action to replace striking workers

- Compliance with collective bargaining regulations
- Identity papers, work permits and other documents are never kept or used without the permission of the professionals
- The candidate is informed transparently at all times about the privacy policy and the course of the process and knows where and for what purpose personal documents are available

The guidelines (General principles and operational guidelines for fair recruitment) of the International Labor Organization (ILO) provide us with a basic framework for fair treatment of candidates. General principles and operational guidelines for fair recruitment of the ILO see: [Fair recruitment initiative: General principles and operational guidelines for fair recruitment and definition of recruitment fees and related costs \(ilo.org\)](#)

DeFa voluntarily undertakes to comply with these guidelines and ethical standards. This essentially results in the following principles, which must be taken into account when recruiting employees from abroad:

- Safeguarding access to legal remedies
- Safeguarding rights in the workplace
- Compliance with data protection regulations
- Respect for ethical and professional conduct
- No passing on of recruitment and additional costs to the candidates
- Ensuring understanding of the terms and conditions of employment

In addition, DeFa ensures that the laws and regulations of all countries involved are complied with during the recruitment and placement process, in particular the labor and immigration laws and the pursuit of a "no fee policy", which regulates the assumption of costs by the employer and excludes the passing on of costs to the candidates.

Furthermore, it is ensured that the migrated candidates have the same rights and obligations and receive the same assurances as their colleagues in Germany.

DeFa expects all partners to commit to these principles of fair recruitment. Institutions, business partners, employees or other parties who violate these principles will be subject to disciplinary or legal action by DeFa.

Principles of the "Work in Health! Germany" program

Costs and contractual constellation

- As the process owner, we do not charge any fees, costs or brokerage from the specialists for recruitment and placement with an employer in Germany
- We do not work with companies that charge corresponding costs to the candidates we support
- We make sure that candidates do not have to pay for their language courses themselves and work to ensure that a living allowance is paid for full-time programs - after a trial period (under certain conditions)
- DeFa does not enter into employment contracts that contain commitment and repayment obligations relating to the costs of the placement. DeFa itself also refrains from including commitment and repayment obligations in its contracts with care professionals that are not compatible with the standards of the "Fair Recruitment Care Germany" quality mark.
- Associated costs related to international recruitment are reflected in the respective job and placement offer according to the cost type breakdown of the ILO Definition of Recruitment Fees and Related Costs See: [Definition of recruitment fees and related costs: The ILO Governing Body approves the publication and dissemination of the Definition of Recruitment Fees and Related Costs, to be read in conjunction with the General Principles & Operational Guidelines for Fair Recruitment](#)
- we provide transparent and written information at all times about service offers for customers and interested parties and the associated costs
- Candidates receive a draft employment contract written in their language of communication with the opportunity to negotiate the contract and any cooling-off period

Quality standards and processes

- We guarantee the quality of language teaching in the respective country by maintaining close correspondence with the language schools and examination institutions. Comprehensive minimum requirements are placed on our selected training partners
- We work exclusively with experienced, reputable and reliable on-site partners, have selected them carefully and are in close contact with them to ensure constant improvements and innovations. Here, too, we oblige our on-site partners to ensure that no costs are passed on to the candidates we support
- We ensure that you receive the correct residence permit
- We only use sworn/appointed translators for the translation of documents
- As part of the overall recruitment process that we support, we require employers to submit an integration concept based on the DKF's proposals with our support
- With the help of candidates and clients, we prepare the application for recognition of foreign qualifications in Germany and handle the submission of documents to the authorities (document handling). We draw on our experience at and are familiar with the requirements of the relevant authorities in the respective federal states and are in close contact with them.
- We assist the employer in complying with the regulatory procedures of the countries of origin, if this is required by law (e.g. Philippines, Indonesia). We provide transparent and comprehensible information about the necessary processes and costs

Information on the ethical principles of fair recruitment:
www.faire-anwerbung-pflege-deutschland.de

Last updated: 03/2025

Vorsitzende des Aufsichtsrats
Staatssekretärin Bettina Altesleben

Geschäftsführung
Thorsten Kiefer
Christoph Lang

Amtsgericht Saarbrücken
HRB 106027
USt-IdNr. DE 327318929

Bank 1 Saar eG
BIC: SABADE55
IBAN: DE 68 5919 0000 0125 0100 08