

## 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 the support of employers and agencies in coping with the necessary application procedures.

In our program “Work in Health! Germany” we support employers in recruiting nursing staff from third countries in a socially responsible manner.

The DeFa was set up at the beginning of October 2019. Saarland is the sole shareholder of DeFa. Our work is funded by the Federal Ministry of Health.

### The values important to us

We make sure that both our cooperation partners and our clients work according to internationally recognized ethical guidelines when recruiting, supporting and integrating skilled workers.

### Our mission

We support employers in recruiting and supporting international skilled workers and make our network available to them for this purpose. We support the skilled workers with transparent information, social security during the preparation for entry and ongoing support until integration in Germany.

### Our understanding of ethical placement and recruitment practices

As a public company, DeFa observes German law and the law of the respective country of origin of the international skilled workers. This applies in particular with regard to the labour, equal treatment and immigration law provisions.

In addition, it is important to 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 regulation. No commercial personnel recruitment in the health sector may be carried out from the countries listed there.

Please refer: [WHO Global Code of Practice on the International Recruitment of Health Personnel \(2021\)](#)

In addition, the WHO code stipulates compliance with the international human rights convention. It preserves the right of the individual professional to migrate. At the same time, it seeks to balance the legitimate interests and responsibilities of healthcare professionals, countries of origin and employers in the destination country so that these interests do not conflict.

The IRIS standard of the International Organization for Migration (Ethical Recruitment) gives us a basic ethical framework. These include, for example, the following provisions:

- no action on underages / minors
- no action to replace striking workers

- Compliance with collective bargaining regulations
- Identification papers, work permits and other documents are never withheld, kept or used without the written permission of the professionals
- The specialist is transparently informed about the data protection declaration and the course of the process at all times and knows where and for what purpose personal documents are available

Please refer: [IRIS Standard | IRIS Ethical Recruitment \(iom.int\)](#)

The guidelines (General principles and operational guidelines for fair recruitment) of the International Labor Organization (ILO) give us a basic framework for fair treatment of candidates. General principles and operational guidelines for fair recruitment der ILO

Please refer: [Fair recruitment initiative: General principles and operational guidelines for fair recruitment and definition of recruitment fees and related costs \(ilo.org\)](#)

The 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 Accessibility to Remedies
- Upholding rights in the workplace
- Compliance with data protection regulations
- Respect for ethical and professional conduct
- no further charging of recruitment and additional costs to the skilled workers
- Ensuring understanding of employment conditions

In addition, DeFa ensures that the recruitment and placement process comply with the laws and regulations of all countries involved, in particular the labour and immigration laws and the pursuit of a "no fee policy", which regulates the assumption of costs by the employer and excludes the charging of costs to the skilled workers.

Furthermore, it is ensured that the migrated skilled workers 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 subjected to disciplinary or legal action by DeFa.

## Principles of the program „Work in Health! Germany“

### Costs and contract constellations

- as the person responsible for the process, we do not charge any fees, costs or brokerage fees from the skilled workers for the recruitment and placement with an employer in Germany
- we do not work with companies that claim corresponding costs from the candidates we support
- we ensure that the candidates do not have to pay for their language courses themselves and work towards a subsistence allowance being paid for full-time programs
- associated costs associated with 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

Please refer: [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
- the skilled workers receive a draft of the employment contract written in their official language with the possibility of contract negotiations and a possible reflection period
- any kind of subsidiary agreements, be it for the assumption of relocation costs, support in the recognition process, language acquisition (e.g. B1 to B2) or other support services, are recorded in writing/contractually and in the respective translation for all parties involved

### Quality standards and processes

- we ensure the quality of the language teaching in the respective country by being in close contact with the language schools and the 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 regarding constant improvements and innovations.

Here, too, we oblige our on-site partners to ensure that no costs are passed on to the professionals we support.

- we ensure the receipt of a correct residence permit
- when translating documents, we only use sworn/appointed translators
- as part of the personnel recruitment process that we accompany as a whole, we require the employer to submit an integration concept based on the proposals of the DKF with our support
- with the help of skilled workers and clients, we prepare the application for recognition of foreign qualifications in Germany and take over the submission of documents to the authorities (document handling).

Here we draw on our experience and know the requirements of the respective authorities of the responsible federal states and are in close contact with them.

- we support the employer in fulfilling the regulatory procedures of the countries of origin, provided this is legally required (e.g. Philippines, Indonesia). We provide transparent and understandable information about the necessary processes and costs

Informationen zu den ethischen Grundsätzen einer fairen Anwerbung:

[www.faire-anwerbung-pflege-deutschland.de](http://www.faire-anwerbung-pflege-deutschland.de)

[www.dkf-kda.de](http://www.dkf-kda.de)

Last update: 09/2022

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Gefördert durch:



aufgrund eines Beschlusses  
des Deutschen Bundestages