

# OUR CODE OF CONDUCT

We are a **companion, confidant and contact person for** the client and candidate during the whole process of recruitment, placement, integration and recognition in Germany.

## OUR UNDERSTANDING OF ETHICAL PLACEMENT AND RECRUITMENT PRACTICES

We comply with German law and the respective national law, in particular the provisions of labor law, equal treatment law and the law on foreigners, and we are committed to international standards:

*The WHO Global Code of Practice on the International Recruitment of Health Personnel and not to recruit commercially from countries listed in the Schedule to the Employment Regulations.*

[https://www.who.int/hrh/migration/code/WHO\\_global\\_code\\_of\\_practice\\_EN.pdf](https://www.who.int/hrh/migration/code/WHO_global_code_of_practice_EN.pdf)

*The IRIS standard of the International Organisation of Migration, in particular*

- No placement or employment of minors
- No mediation to replace striking workers
- No mediation to support wage dumping
- Identification papers, work permits and other documents of the applicant will never be retained, kept or used without their written permission.
- The candidate is transparently informed about the privacy policy and the process at all times and knows where and for what purpose personal documents are available.

<https://iris.iom.int/sites/g/files/tmzbdl201/files/documents/IRIS%20Standard%20Report%20.pdf>

<https://www.ioe-emp.org/index.php?eID=dumpFile&t=f&f=129678&to-ken=a91797b1a6923a8026884e756f21e92f07cc3db0>

*General principles and operational guidelines for fair recruitment der ILO*

[http://www.ilo.org/wcmsp5/groups/public/---ed\\_protect/---protrav/---migrant/documents/publication/wcms\\_536755.pdf](http://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---migrant/documents/publication/wcms_536755.pdf)

- We are committed to promoting the „Employer Pays“ principle and making it the norm in Germany as well. We support only those placement and recruitment companies that observe the Employer Pays principle.

[www.ihrb.org/employerpays/the-employer-pays-principle](http://www.ihrb.org/employerpays/the-employer-pays-principle)

- Start Medicare respects and protects the rights guaranteed in the United Nations human rights conventions.

Furthermore, we are committed to fair and ethical recruitment and placement practices in accordance with the principles of the „Fair Recruitment Care Germany“ seal of approval.

## **COSTS AND CONTRACTUAL CONSTELLATIONS**

- As an agency we do **not charge any fees / costs / brokerage from candidates** for recruitment and employer placement.
- We do not work with companies that charge candidates for such services, e.g. to get into a selection pool / placement pool.
- We do not mediate in contractual relationships that contain repayment and commitment clauses that are not compliant with the „Fair Recruitment Care Germany“ seal of approval.
- Related 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 - both vis-à-vis the interested parties and vis-à-vis the customers.
- We provide transparent information in writing at all times about service offers for customers and interested parties and the associated costs.
- We ensure **that candidates do not have to pay for their language courses themselves.**
- We ensure that the costs of the language courses are not passed on to the candidates, either directly or indirectly.
- Interested parties receive a draft employment contract written in a language they understand, with a cooling-off period and opportunities for contract negotiation.

- Any kind of side agreement, be it for the assumption of relocation costs, support in the recognition process, language acquisition or other support services are recorded in writing / contractually and in respective translations for all actors involved - informal side agreements are excluded.

## QUALITY STANDARDS AND PROCESSES

- We ensure a **high quality of German language teaching** by monitoring the quality of our cooperating and all involved language schools and by complying with the criteria for certifications.
- Comprehensive [requirements for our language schools](#).
- We work **exclusively with experienced, reputable partner agencies** and have selected them carefully. An important quality criterion: Our partner agencies also do not take money from the candidates.
- Entering Germany with a Schengen visa is a no-go. We ensure the receipt of an appropriate **residence permit**.
- We only work with **sworn translators or translators listed on the translator list by the German embassy in the respective home countries** for official documents such as birth certificates, university degrees, etc.
- We have a **concept for the integration of professionals in Germany** (professional and private integration) and accompany them accordingly after their entry.
- We prepare the **application for the recognition of foreign degrees** in Germany and take over and follow up the submission of the documents. We are familiar with the requirements imposed by the authorities of the respective federal states and are in contact with these authorities.
- We **accompany the employer on the way to accreditation** in the candidates' home countries, where this is required. We inform about the processes and costs necessary for this.

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