

TRUECARE - Code of Conduct

The Code of Conduct for TRUECARE Gesellschaft für Pflegepersonalvermittlung mbH is to be understood as a 'guidance framework' and deals with the 'particular requirements of moral conduct', among other things. It aims to express the company's values. Management in particular is required to model good conduct.

Mission Statement

The foundation of our recruiting concept is rooted in our ethical and moral precepts. These are characterized by unconditional attention to people, individual support and personal assistance in the recruiting process. We consider the interpersonal relationship, both with the customer and with our carers, as the most important criterion for successful collaboration.

The humanitarian approach demands and fosters personal commitment, mindful teamwork and a culture of open communication. Our endeavor, in collaboration with our employees, is to develop a humane understanding in the area of recruitment competition, in which ethical and moral concepts are given particular importance. Accordingly, every employee in the company contributes towards adhering to the institutional philosophy in good conscience.

Compliance with Laws

In accordance with the Code of Conduct exemplified by the World Health Organization, we conduct ourselves with integrity and accountability. We comply with the laws of the countries in which we do business. Our company considers this to be a given, irrespective of any monetary disadvantages that might result for TRUECARE. Therefore, following laws and regulations is a fundamental component of our philosophy and characterizes the foundation of our business dealings. We expect the same from our business and cooperating partners. When in doubt, we will forgo an opportunity or collaboration rather than violate laws. If national laws have more restrictive regulations than the guidelines applicable at TRUECARE, the national laws shall apply.

Business Ethics

We acknowledge fair competition as a prerequisite and observe the laws for the protection of competition. All employees are obliged to comply with fair competition regulations. TRUECARE will not tolerate any prohibited

conduct: among other things, we define the illegal exchange of information, spying, theft, and headhunting carers / employees as prohibited conduct.

The high standard of fair conduct towards our business partners and carers is expressed in the regulations of our Code of Conduct.

TRUECARE stands for fair partnership, transparency, quality and professionalism. Our business ethics are based on fair treatment methods and sustainable economic success in global competition. Operational and business secrets must be kept strictly confidential. It is forbidden to disclose confidential information or confidential documents to third parties without appropriate authorisation, or to grant such parties access in any manner, unless the information is already in the public domain. Sensitive information of any kind may neither be used to pursue personal interests, nor made accessible to third parties. This confidentiality applies equally to information that we receive from business partners and carers. In view thereof, we stand likewise for data protection and privacy. We process data in all our business transactions in accordance with data protection regulations. We collect, receive, use, transfer or store any data appropriately and equally ensure that the data protection rights of our business partners, employees, and carers are handled with utmost care and diligence. We also contractually obligate our business partners, employees, and carers to secrecy and primordial consideration for data protection.

We develop solutions together to overcome new challenges in the recruiting process. The demands and/or needs of our business partners determine our thoughts and actions. We take the dynamic of the competition into consideration and develop innovative services for sustainable performance and the best possible resource efficiency.

Our aspiration is a high standard of quality. We act in a business-oriented manner, with confidence and strategy. The commitment and expertise of each individual employee form the basis of our professionalism. Our aspiration is to provide our business partners with the best value for money in this competition. To this end, our quality management represents an integral component of all of our business processes. Our quality standards exceed those of the usual personnel service providers - sometimes quite considerably.

Employee Well-Being

We are committed to the promotion of a fair and respectful workplace with fair working conditions and consider it a given that employee rights are guaranteed. Our aspiration is to strengthen internal collaboration by leading and assisting employees. Each employee contributes considerably to the reputation of TRUECARE through their appearance and their professional actions and conduct. Management are role models for all employees. They exemplify the standards in this Code of Conduct and ensure that the employees know and adhere to the Code of Conduct. In order to ensure and demonstrate our employees' adherence to the Code of Conduct, TRUECARE retains all the relevant documentation and will make it available upon request.

Equal Treatment

We ensure that civil, political, social, economic, and cultural human rights are promoted, protected, and defended. We ascribe and adhere to all the applicable international human rights instruments such as those provided by the United Nations, the Council of Europe, and the European Union. We believe in the dignity of the human person and that human rights are considered fundamental values that must be respected and observed by all employees.

We treat all people equally, irrespective of their ethnic origin, religion, appearance or handicap. In view of the Code of Conduct of the World Health Organization, we reject all forms of abuse of authority and power as well as all forms of harassment. We equally reject all forms of unlawful discrimination and unfair treatment, and promote gender equity and equality in all our processes

Ethical and Fair Recruitment

TRUECARE stands at the forefront of ethical and fair recruitment. We do not only adhere to international and domestic human rights instruments but also ascribe and follow international labor standards and norms, as provided in different instruments, such as, but not limited to, the International Labor Organization's general principles and operational guidelines for fair recruitment and the IRIS Standards of the International Organization for Migration. We promote, protect, and shall defend ethical and fair working conditions for all our carers and contractually obligate our business partners to do the same.

Social Responsibility

Our collaboration with all employees, as well as with all companies that work with us, occurs in a spirit of mutual appreciation, cooperative conflict resolution and always under the premise of the social obligation towards our carers. Our objective is to ensure economical and ethical competitiveness. The social obligation is expressed particularly by providing job security, education and training, and the qualification for all employees and carers working at TRUECARE. This includes professional development for our carers. We are committed to carrying out high-quality and sustainable training using our expertise, and to evaluating this at regular intervals.

TRUECARE takes societal and social responsibility very seriously. The TRUECARE Code of Conduct was created to explain and ensure the fundamental social rights of employees as well as to guarantee the interests of our carers and business/cooperation partners.

TRUECARE Gesellschaft für Pflegepersonalvermittlung mbH expects its business partners to commit to fundamental social rights to the same extent that TRUECARE has done in its internal Code of Conduct. To ensure that basic social rights are observed, TRUECARE business partners must declare themselves in agreement with this Code of Conduct before they enter into a business relationship with TRUECARE. In general, collaboration with TRUECARE is based on the recognition of this Code of Conduct and adherence to the regulations contained herein.

T ransparency
R eputation
U nique
E mpathy
C ommitment
A uthenticity
R esponsibility
E xpertise