

educaro<sup>7</sup>

# Ethics Code

of Educaro





# Foreword

**As educaro Deutschland GmbH, we operate in an unregulated market of international recruitment and education, which from our point of view will benefit from guidelines and uniform understanding of the ethical responsibility and moral perception of its projects and activities. For this reason, we are advocating for the overarching standards that have been outlined on this code.**

As an enterprise acting in the field of integration management and education, we are obliged to take every step with particular carefulness. Our activities lie beyond the economic benefits of separate individuals and instead present public interest, representing the points of view of healthcare professionals, teachers and medical institutions in the international arena.

Educaro's culture is driven by diversity, respect, honest direct communication and social responsibility of our own actions and actions of those we choose to work with. We do not tolerate any discrimination, dishonesty or lack of transparency.

We are aware of the gravity of bureaucracy in the field of migration and the difficulties it causes for everyone involved in the process. Given that, we choose to

simplify the migration journey through technology, transparency and honest human interaction, thus improving the process to the benefit of our candidates and partners. We hold all parties responsible to share their knowledge, become ambassadors for their culture and work towards a more sustainable form of integration.

We are committed to promoting equal opportunities and equal access to education for our candidates, professional development for our colleagues and collaboration opportunities for our partners and stakeholders in the global market for migration.

We are certain that this way of open-minded and solution-oriented collaboration represents our efforts towards a socially-impactful organization.

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# Our Vision and Values

We live in a world that is growing apart, where leaders and governments try to create an urgency towards separation instead of promoting a spirit of community. We do not want to follow this course. We also do not believe that any country can realize its full potential if it does not embrace the benefits that come from truly diverse population living together as one community.

**We believe in a world where borders cannot prevent driven individuals from realizing their full potential.**

We envision global migration as a solution to the ever-increasing demands of the labour market and believe the cultural diversity affects every company in a positive way. We focus on building a global education and support system for fair and transparent professional migration that makes life-changing opportunities as accessible as never before,

Therefore, we want to break through the lack of transparency and uncertainty that still prevails in the market of professional migration and provide our candidates with the fairest and most transparent migration journey possible. At the same time, we strive to bring the highest level of clarity and reliability to all stakeholders in this market.



# Our Vision and Values



**Educaro puts the candidate first.** This is why Educaro is committed to fair and ethical recruitment. We align our corporate practices with the WHO Global Code of Practice on the International Recruitment of Health Personnel and follow the “Employer Pays” principle. This ensures that no fees are charged to candidates. In addition, the United Nations International Human Rights Agreements, the ILO Core Labour Standards and the IRIS Standards of the International Organization for Migration govern our daily work. Furthermore, Educaro has been awarded the RAL Quality Mark "Fair Recruitment of Nursing Professionals for Germany." This seal confirms our commitment to fair and transparent recruitment of healthcare professionals from abroad, in accordance with the law to ensure the quality of recruitment. It guarantees that all involved processes are conducted ethically, legally, and with respect for the rights of international nursing professionals.

# Our Principles of Conduct

This Code is based on the fundamental principles of conduct, intended to help all of the employees and partners to run their daily activities with respect to Educaro's ethical principles.

# Transparency and Equality

## Honesty and full disclosure

are important to us - therefore we keep our processes, services and communication transparent with regard to our candidates and partners, and provide full access to all parties involved during any stage of cooperation, including in cases of conflicts.

## We are committed

to select our candidates carefully and in accordance with clear criteria, which helps us to ensure that selected candidates are qualified for the program and that their personal environment accepts this path as a deliberate step without any coercion

## We guarantee

that our candidates receive complete information about all the stages of the program. We are committed to treat all candidates equally during their immigration journey and to ensure that these requirements are followed by the third parties.

**We do not collect any fees from candidates and demand the same from everyone involved in our activities.**



## Q&A FOR CANDIDATES

### WHAT SHOULD I DO ...

**if one of Educaro's employees demands a fee or gift from me for the participation in the program?**

All the employees of Educaro GmbH and our international subsidiaries are aware of the conditions of the program and our "no fee" policy. You should not be asked for any kind of payment regardless of its form (money, food, beverages, tickets etc.).

Should such a demand be made, use one of the contact points mentioned in the end section of this code and we will take appropriate measures.

### WHAT SHOULD I DO ...

**if I know that someone was accepted into the program solely on the basis of personal connections or a gift?**

Each case of unequal treatment will be investigated. In any circumstances we will take necessary measures to protect those, who feel discriminated against or unfairly treated.





# Support and Responsibility

We work with people and therefore operate in an environment that can be strongly influenced by emotions, varying expectations and feelings. This entails great responsibility, which we must live up to. We are aware of the trust our candidates place in us. Therefore, we are committed to them and their interests and are always available to provide them with our support.

Our first duty is to align our processes in a way that candidates can always receive the assistance they need to successfully complete each step of the program.

Even after the relocation of the candidates we continue to accompany them at least until they have reached the B2 language level according to the Common European Framework of Reference for Languages and passed the professional nursing recognition exam to be a registered, professional nurse.



**Educaro's Community Manager**  
*is my guidance counsellor when it comes to my integration into a new region, culture and community.*



**Educaro's Community Manager**  
*is my guardian when it comes to concerns or challenges in my professional or private life.*

# Respect

Respect for our candidates, their abilities, decisions and life circumstances, but also respect for our hospital partners and the challenges they face, is indispensable and requires a high degree of fairness and empathy towards all sides.

We aim to create a community that facilitates a mutual understanding between the healthcare providers and the international candidates.

In order to avoid frustration and to make sure our candidates feel listened to, we serve as the first point of contact for all questions that might arise inside or outside of working hours.

We act as a mediator in case of arising conflicts between employer and candidate. It is our duty to keep neutrality and moderate all arguments in an independent manner.

Our candidates act on their own will throughout the program. This also means that they have complete freedom to decide whether to continue or leave the program at any point.



## Q&A's FOR CANDIDATES

### **What should I do if I have difficulties socializing with other colleagues?**

We commit ourselves to guide our candidates also on the social walk of life and therefore provide resources through our community managers who are professionals in community-building. .

### **What should I do if I have problems at work or in my daily life?**

You can book an appointment with your assigned community manager, he or she will guide you towards a possible solution through direct action, counselling or mediation.

# Holism

## Our work has an impact ...

on Germany, the healthcare sector, the cultural diversity, but also on other countries such as the origins of our global candidates. Therefore, we not only follow the applicable laws of the Federal Republic of Germany and countries in which we operate, but actively seek out government bodies and its agencies to understand how the regulation should be enforced and in which regards we can do more than what is required by law. Ultimately, we are aiming to influence all sides involved positively. With regard to that, we strive for a successful integration of our candidates in Germany and aim to bring something in return to the countries in which we operate.

**Migration should be carried out holistically at Educaro.**

## WHAT DOES ... successful integration mean?

In our understanding of the term, we refer to Berry's acculturation model. The model sees integration as a participatory approach in which the individual orients him- or herself towards the new culture but keeps his/her own cultural identity intact.

Therefore, we envision "successful integration" as a mutual process of adaptation, that facilitates the transition to a multicultural society.

## WHAT DO WE DO... against brain drain?

We follow the guidelines of the WHO regarding the prohibition of placement from countries that face a shortage of healthcare workers.

Therefore we are only active in those states, that are not included in the list and additionally focus our efforts within the allowed countries on regions that have a surplus of nursing staff.

Additionally, we are in constant feedback loops with local authorities and interest groups to align or recruitment efforts with the local political and demographical landscape.



# Thoughtful Partner Relations

We strive for partnerships that reflect our vision and values. Therefore, these guidelines that are valid for Educaro GmbH, apply directly to all our international subsidiaries, current and future customers, as well as other partners involved in our processes as well.

We intend to build up not only the components which are within our direct responsibility, but the entire process according to the following guidelines.

By establishing relations with Educaro, our partners should acknowledge their acceptance of principles listed in this code and intent to comply with them.

## HOW DO WE ... choose our partners?

In our everyday operations we are guided by a clear set of criteria when it comes to establishing fruitful partnerships. We carefully select those who are willing to abide by the same high standard of ethical and high-quality recruitment and education as outlined in this code

# Our Healthcare Partners must ...



**facilitate integration** by providing adequate resources to integrate the candidates in the hospital, the new place of living and guide them on their first steps.



**complement the candidate journey** by establishing and upholding communication with the candidates from day one.



**provide quality living and working conditions** by securing safe and liveable housing and by respecting the corresponding labour laws of the country of operation, as well as well-known international labour standards.



**respect the candidates** by treating all humanely with respect to their circumstances, granting them sufficient time to arrive and adjust and providing them with space and time to prepare for their exams and handle their private affairs.



**communicate openly and respectfully with Educaro's team members** by offering full transparency while conversing with our employees, including in cases of conflict. We appreciate the efforts our healthcare partners take to integrate the candidates into the new environment, and we expect the same in return.

# Compliance

Both our employees and partners have an obligation to comply with the principles listed in this code.

It is the responsibility of the executive management to make sure all members know and understand the provisions of the code. Any employee, partner or external person should feel comfortable to ask questions with regard to the content of the code, propose changes or report violations.

**All our team members receive annual training on our principles and verify that they have read and agree with the content of this code.**

It is the responsibility of the executive management to revise the content of the code annually and to ensure that the entire organization understands it and lives by its standards accordingly.

# Reports of Violations

In case any unethical conduct was suspected or reported, it is our obligation to examine the facts thoroughly and to take appropriate measures.

**Those measures can include, but are not limited to, warnings, behavioural workshops, termination of contracts or sanctions under employment law.**

## HOW TO ...

### report a concern/violation?

Our management team is always approachable for questions, concerns or suspected violations of the code. You have also an option to submit any remarks or concerns anonymously through the online form.



write us an email  
**report@educaro.de**

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Call us  
**+49 211 545 610 1**



Submit an  
anonymous form

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