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Code of Conduct

The German healthcare system is dependent on the recruitment of personnel from abroad. This requires strict adherence to a code of conduct to ensure fair and ethical international recruitment, placement and employment of foreign personnel.

BSB Deutschland GmbH and all its business and cooperation partners, in particular the employers of healthcare professionals, voluntarily undertake to comply with this code and to pass it on and follow it at all levels of the company/institution.

BSB Deutschland GmbH is commissioned by employers from the healthcare sector to implement the various service packages that require compliance with the Code of Conduct as mandatory. To this end, BSB Deutschland GmbH checks as far as possible whether the motivation, the common goals and the contractual obligations and behaviors comply with the code.

The foreign employees go through a transparent and fair hiring process, as well as an appropriate working environment with the preservation of all promised hiring conditions based on the same rights and obligations as for German colleagues and employees in Germany. Respectively, the foreign health care professionals commit themselves as employees to fulfill their obligations towards the personnel service agency BSB Deutschland GmbH and the employers.


The code is based on the WHO guidelines for the international recruitment of health professionals, which - in addition to compliance with international human rights conventions - represent the highest guideline for the cooperation between the business partners. Furthermore, the business partners undertake to comply with the laws and agreements of all partner countries involved in the recruitment and placement process, especially regarding labor and immigration laws.

The right of the individual to work in the German health care system must be respected. It is of absolute importance that the legitimate interests and responsibilities of healthcare professionals, the countries of origin and the employers in Germany do not come into conflict with each other.

In addition to the Code of Conduct, BSB Deutschland GmbH and its above-mentioned partners are also committed to complying with the ILO Core Labor Standards, including the ILO General Principles and Operational Guidelines for Fair Recruitment and the IRIS Standards of the International Organization of Migration.

The following principles should be emphasized:

- Respect for the law, fundamental principles and rights in the workplace.
- Respect for ethical and professional behavior and cooperation
- Prohibition of fees and costs for foreign professionals ("no fee policy" for the employee and "employer pays" principle)

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- Respect for the freedom of movement / free movement of persons
- Full transparency regarding employment conditions in the healthcare sector in Germany
- Respect for confidentiality and data protection
- Zero tolerance principle for discrimination

BSB Deutschland GmbH provides an easily accessible complaints management system for its business partners and recruited specialist personnel in order to initiate immediate countermeasures, e.g. in the event of a violation of the Code.

BSB Germany reserves the right to take disciplinary action against employees and business partners who violate the Code. As a consequence of a violation, contractual relationships can also be terminated, for example.

The Code of Conduct can be adapted at any time in accordance with the requirements of the Quality Seal (see also: www.faire-anwerbung-pflege-deutschland.de) and applies in the latest version to all business partners, employees and workers.

Attn. Ina Gean

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