



Policy statement on fair, ethical and sustainable recruitment

Our self-image

Care with Concept GmbH (CWC) is committed to fair, ethical and sustainable recruitment in the care sector. Our actions are based on the conviction that international care workers can only be successfully integrated in the long term if their rights are protected, their dignity is respected and their career prospects are realistic.

Our work is guided by the guiding principles of the "Fair Recruitment Care Germany" seal of approval, the WHO Global Code of Practice on the International Recruitment of Health Personnel, and the applicable legal requirements of German labour, social, residence, migration and human rights law.

1. Written documentation, transparency and verifiability

CWC ensures that all essential aspects of recruitment and placement are regulated in writing in a comprehensible and traceable manner. This includes, in particular, information on procedures, services, rights and obligations of all parties involved.

The written form serves to ensure transparency, comparability and verifiability of the entire placement process.

2. Free placement (employer pays principle)

A central principle of our work is that placement is free of charge for nursing professionals.

CWC consistently applies the employer pays principle. Nursing professionals incur no direct or indirect costs in connection with recruitment or placement.

This principle applies to the entire service chain, including all cooperation partners involved. The aim is to protect nursing professionals from economic pressure and to ensure that no rights or claims have to be relinquished due to financial dependence.

3. Limitation of economic risks and fair contract terms

CWC excludes contractual arrangements that expose nursing professionals to unreasonable economic risk. Unacceptable repayment, penalty or binding models are expressly excluded and are neither applied nor tolerated by CWC.

Working and agency conditions are designed to be transparent, fair, proportionate and in full compliance with German labour law.

The host healthcare facilities undertake, within the framework of contractually binding agreements, to conclude only employment contracts that fully comply with the legal requirements and protective mechanisms of German labour law.

4. Sustainability, integration and good working conditions

CWC pursues the goal of long-term and sustainable employment for the nursing professionals it places. The company is actively committed to good working conditions

in line with German standards and takes targeted action to combat excessive workloads, discrimination and disadvantage.

The placement does not end when the employee starts work. CWC continues to support nursing staff after they start work, helping them to integrate professionally, socially and culturally in order to ensure stable and successful cooperation. This is achieved through regular meetings with employees, structured feedback sessions, random feedback and exchange formats with the host institutions, among other things.

5. Integration through understanding and encounter

Thanks to its own integration and professional experience, CWC has a deep understanding of the professional, cultural and personal challenges faced by international nursing professionals in the German healthcare system.

Diversity is seen as an enrichment and the active participation of nursing professionals in professional and social life is actively promoted. To this end, CWC regularly organises integration and networking events where international and British employees come together. These measures promote intercultural exchange, strengthen team cohesion and support sustainable integration.

Feedback and experiences from nursing professionals are systematically recorded and continuously incorporated into the further development of CWC's placement and integration processes.

6. Overall responsibility and ethical diligence in the service chain

CWC assumes responsibility for the entire recruitment and placement chain. This includes:

- the recognition process for professional qualifications,
- cooperation with partners in Germany and abroad,

- and the selection of suitable clients in Germany.

CWC reserves the right to review and terminate cooperation and business partnerships if the principles of this declaration or the criteria of the "Fair Recruitment Care Germany" seal of approval are not complied with. Abusive practices will not be tolerated.

7. International responsibility

As an internationally active agency, Care with Concept GmbH (CWC) expressly recognises the importance of international human rights and labour standards. CWC undertakes to comply with the WHO Global Code of Practice on the International Recruitment of Health Personnel. As a matter of principle, recruitment from countries on the current WHO list (WHO Health Workforce Support and Safeguards List) does not take place.

Furthermore, CWC is committed to complying with internationally recognised human rights standards, in particular:

- the core labour standards of the International Labour Organisation (ILO),
- the General Principles and Operational Guidelines for Fair Recruitment (ILO General Principles and Operational Guidelines for Fair Recruitment and Definition of Recruitment Fees and Related Costs),
- the United Nations Guiding Principles on Business and Human Rights (United Nations Guiding Principles on Business and Human Rights),
- and the relevant international human rights agreements of the United Nations.

8. Validity and further development

This policy statement is binding and applies to all activities of Care with Concept GmbH in the context of recruiting and placing nursing professionals. It is reviewed at least once a year and as required, and adapted to legal, professional and ethical developments as necessary.

General Terms and Conditions (GTC)

Care with Concept GmbH

Hauptstraße 13

35614 Aßlar

Germany

Email info@carewithconcept.de

Website: www.carewithconcept.de

§ 1. Scope

- I.** These General Terms and Conditions (GTC) apply to all services provided by Care with Concept GmbH (hereinafter referred to as "CWC") in the field of international recruitment and placement of nursing professionals in Germany.
- II.** Customers within the meaning of these GTC are international nursing professionals ("candidates"), employers in the healthcare sector ("employers") and users of the online platform.
- III.** Deviating terms and conditions shall not apply unless CWC expressly agrees to them in writing.
- IV.** These General Terms and Conditions also apply to language schools, educational institutions and local and international recruitment, cooperation and implementation

partners who provide services in connection with the recruitment, preparation, qualification, placement or integration of nursing professionals on behalf of or in cooperation with Care with Concept GmbH.

- V. These General Terms and Conditions apply regardless of whether the cooperation is on a contractual, project-related or platform-based basis, unless expressly agreed otherwise in writing.

§ 2. Conclusion of contract

- I. By contacting us, submitting an enquiry or applying, candidates or employers submit a non-binding request to conclude a contract with CWC.
- II. A contract is only concluded once the respective contractual terms and conditions – in particular the scope of services and remuneration – have been individually agreed and expressly confirmed by CWC in writing (e.g. by email or by signing a contract).
- III. CWC reserves the right to reject enquiries from candidates or employers at its own discretion and without giving reasons.

§ 3. Services provided by CWC

- I. CWC provides services in the field of fair, ethical and transparent international placement of nursing professionals in the United Kingdom in compliance with the applicable legal requirements and fair recruitment principles.
- II. CWC's services may include the following areas of activity in particular:
 - Initial consultation and needs analysis for candidates and employers
 - Review and structured preparation of application documents
 - Support during the professional qualification recognition process
 - Full financing of language courses until the B2 level is achieved
 - Creation of candidate profiles and matching with suitable employers
 - Preparation of candidates for selection and job interviews
 - Handling of visa, entry and work permit procedures
 - Completion of necessary official registrations in Germany
 - Implementation of relocation and integration measures
 - Ongoing support for nursing staff after they start work
- III. The specific scope of services is determined by the standardised contractual basis of Care with Concept GmbH, which is specified and supplemented in each individual case by with individual additional regulations, supplementary agreements or individual contracts.



- IV. There is no entitlement to successful placement, a specific job or a specific employer.

§ 4. Principles of fair and ethical placement

- I. Care with Concept GmbH is committed to fair, transparent and ethically responsible recruitment and placement practices for international nursing professionals.
- II. Placement is consistently carried out according to the employer-pays principle. Nursing professionals do not bear any direct or indirect costs for the placement or for services directly related to the placement.
- III. Care with Concept GmbH bases its services on the principles of fair recruitment, in particular internationally recognised human rights and labour law standards.
- IV. The aim of the placement is to achieve sustainable, long-term and transparent cooperation for all parties involved, while respecting the freedom of choice of the nursing professionals.

V. Human rights due diligence

In the course of its activities, Care with Concept GmbH takes into account potential human rights risks along the entire service chain, in particular in the countries of origin of the nursing professionals.

VI. Systematic risk analysis

In order to fulfil its human rights due diligence obligations, CWC regularly conducts a structured and documented analysis of human rights risks. In particular, risks relating to fair recruitment, freedom of contract, working conditions, transparency of remuneration, freedom from discrimination and possible economic dependencies of nursing professionals are taken into account.

VII. Involvement of cooperation partners

The risk analysis also extends to cooperation partners, language schools, recruitment partners and other third parties involved. These are contractually obliged to comply with the principles of fair and ethical recruitment.

VIII. Prevention, remedial action and orientation towards recognised instruments

Identified risks are documented and addressed through appropriate prevention and remedial measures.

To identify and assess human rights risks, CWC uses recognised risk analysis tools, in particular publicly available country- and industry-specific assessment tools.

IX. Guiding principles of placement

Care with Concept GmbH undertakes to consistently align and implement all services within the scope of international recruitment and placement of nursing professionals in accordance with the following six guiding principles:

I. Written form

All essential agreements, information, service descriptions and rights and obligations of the parties involved shall be documented in a transparent, comprehensible manner and in a suitable written or textual form.

II. Free of charge

The placement of nursing professionals is completely free of charge for the nursing professionals. No direct or indirect fees, costs, charges or comparable financial obligations are levied on the nursing professionals.

III. Limitation of economic risk for nursing professionals

Nursing professionals must not be exposed to any unreasonable economic risk as a result of the placement process. Repayment, commitment or contractual penalty clauses at the expense of nursing professionals are excluded.

IV. Transparency regarding structures, services and costs

Care with Concept GmbH provides all parties involved with clear, comprehensible and complete information about processes, responsibilities, service content and any cost structures.

V. Sustainability and participation

The placement process aims to achieve sustainable, long-term and fair employment. Nursing professionals are actively involved in decision-making processes and retain their personal and professional freedom of choice at all times.

VI. Overall responsibility along the entire service chain

Care with Concept GmbH assumes responsibility for compliance with these guiding principles throughout the entire recruitment, placement, qualification, recognition and integration chain, including cooperation with partners, language schools and other third parties involved.

§ 5. Recognition procedure

- I.** The recognition procedure for nursing professionals is based on the legal provisions in Germany, in particular the Nursing Professions Act.
- II.** The competent recognition authority decides in the recognition notice whether and which compensatory measures are necessary. Nursing professionals are generally free to choose between the compensatory measures provided, in particular between adaptation measures and knowledge testing.
- III.** Care with Concept GmbH supports the nursing professional in an advisory capacity during the recognition procedure without restricting the nursing professional's freedom of choice.

§ 6. No fees for candidates (no-fee recruitment)

- I. The placement services provided by Care with Concept GmbH are completely free of charge for candidates.
- II. Candidates do not bear any placement, recruitment, training or placement costs. Repayment, commitment or contractual penalty clauses at the expense of the candidates are excluded.
- III. Placement-related costs (e.g. language courses, recognition procedures, visa and relocation costs) are covered by CWC or invoiced to the employer in accordance with individual agreements.
- IV. Before concluding a contract, Care with Concept GmbH will provide the nursing professional with a transparent and tailored overview of the services included in the placement process. Services that are not directly related to the placement process are considered optional additional services and can be voluntarily accepted or rejected by the nursing professional without any disadvantages. If, after successful completion of qualification or preparatory measures, the nursing professional is not placed with an employer in Germany, the nursing professional will not incur any costs; all costs incurred in connection with the placement process will not be borne by the nursing professional. This regulation is in accordance with the employer-pays principle and the principles of fair, transparent and ethical recruitment.

§ 7. Remuneration of employers

- I. Employers pay a fee for using CWC's placement services, the amount and scope of which are determined exclusively by the individually concluded placement or cooperation agreement.
- II. The obligation to pay remuneration arises upon conclusion of the relevant contract and applies in the currently valid version signed by both contracting parties.
- III. Remuneration is due within 14 days of the conclusion of the contract. Further payment terms, partial payments or performance-related remuneration components are determined exclusively by the respective contract.

§ 8. Obligations of employers

- I. Employers undertake to employ and remunerate the nursing staff placed by Care with Concept GmbH in accordance with the applicable statutory, collective agreement or –

if no collective agreement applies – locally customary conditions for comparable domestic nursing staff.

- II.** Employers shall ensure that the basic labour, social and residence law conditions for the employment of the nursing staff placed are complied with.
- III.** Employers undertake to actively participate in the integration of the nursing staff placed with them within the scope of their operational capabilities. This includes in particular:
 - structured induction training at the workplace,
 - the appointment of a suitable contact person within the company for technical and organisational questions,
 - a welcoming culture in the working environment.
- IV.** Employers shall support the placed nursing professionals in accordance with their operational capabilities in organisational and integration-related matters, in particular in connection with the start of work, operational processes and social integration.
- V.** Employers undertake not to agree any inadmissible or non-transparent repayment, commitment or contractual penalty clauses in employment contracts or supplementary agreements with nursing professionals placed by Care with Concept GmbH.
- VI.** Further integration or support services may be agreed separately between the employer and Care with Concept GmbH and are not part of these General Terms and Conditions.

Obligations of candidates

- I.** Candidates undertake to provide CWC with complete, accurate and truthful information about themselves, their qualifications, professional experience and language skills.
- II.** Candidates are obliged to provide the necessary documents (e.g. training certificates, references, language certificates) in full and on time.
- III.** Candidates undertake to participate actively and responsibly in the measures provided for in the placement process, in particular:
 - Participation in language courses and qualification measures
 - Participation in agreed meetings, interviews and appointments
 - Compliance with the organisational instructions, procedures and deadlines specified by CWC as part of the placement process, in particular in connection with documents, appointments, preparatory measures and visa and recognition procedures.

- IV. Candidates undertake to notify CWC in writing of any changes in relevant personal circumstances (e.g. qualifications, availability, residence status) within seven calendar days of becoming aware of them.
- V. In the event of significant breaches of duty, false information or sustained refusal to cooperate, CWC is entitled to terminate the placement process for good cause.

§ 9. Free decision of candidates

- I. Nursing professionals are not obliged to accept a job offer arranged by Care with Concept GmbH.
- II. Nursing professionals may reject a job offer at any time without giving reasons and will not face any sanctions, contractual penalties or other adverse consequences.

§ 10. Withdrawal and early termination

I. Regulations for employers

If a nursing professional placed by CWC resigns for reasons for which they are responsible, the graduated cost reimbursement regulations contractually agreed between CWC and the employer at the start of the contract shall apply. CWC does not accept inadmissible or non-transparent repayment or binding clauses.

II. Regulations for the protection of nursing professionals

Care with Concept places nursing professionals who do not enter into any contractual cost reimbursement, repayment or binding regulations themselves and who are not subject to any cost reimbursement obligations in the event of early termination or resignation. Placement is consistently carried out in accordance with the employer-pays principle and in line with the no-fee policy principles, according to which nursing professionals do not bear any fees or costs for their placement.

§ 11. Liability

- I. CWC is liable without limitation in cases of intent and gross negligence.
- II. In cases of slight negligence, CWC shall only be liable for breach of a material contractual obligation (cardinal obligation). In this case, liability shall be limited to typical, foreseeable damage.
- III. Liability for damages resulting from injury to life, limb or health remains unaffected.



- IV. CWC is not liable for decisions, measures or omissions on the part of employers, authorities, recognition bodies, foreign representations or other third parties, insofar as these are not attributable to CWC's sphere of responsibility or influence.

§ 12. Limitation

- I. Claims arising from the contractual relationship shall become time-barred, to the extent permitted by law, within one year of becoming aware of the claim, but no later than after expiry of the maximum statutory limitation periods.
- II. This does not affect claims arising from injury to life, limb or health, or claims in cases of intent or gross negligence.

§ 13. Contract language

- I. The contract language is German.
- II. If contractual documents or information are also provided in another language, the German version shall serve as the authoritative version for the interpretation of the contractual relationship in case of doubt.

§ 14. Data

- I. CWC processes personal data exclusively in accordance with the applicable data protection regulations, in particular the General Data Protection Regulation (GDPR) and the relevant national data protection laws.
- II. Personal data is processed exclusively for the purpose of providing placement services, recognition support, preparing the employment relationship and integration.
- III. Personal data will only be passed on to third parties if this is necessary for the performance of the placement (e.g. to employers, authorities, recognition bodies), if it is required by law or if it is based on the express consent of the data subject.
- IV. Further information on the type, scope and purpose of data processing and on the rights of data subjects can be found in CWC's separate privacy policy, which is available on the website.

§ 15. Complaint management

- I. Care with Concept GmbH provides a transparent and confidential complaints management system.
- II. Complaints can be submitted to Care with Concept GmbH in writing or in text form, in particular by email to beschwerde@carewithconcept.de
In addition, complaints can be submitted via a publicly accessible online form on the Care with Concept GmbH website in German and English.
- III. The following person has been designated as the contact person responsible for receiving, reviewing and processing complaints:

Mr Libin George

Care with Concept GmbH

Email beschwerde@carewithconcept.de

- IV. Complaints received will be reviewed promptly. Receipt of the complaint will be confirmed, and it will be processed within a maximum period of three weeks from receipt of the complete complaint. The complainant will receive factual feedback on the outcome of the review within this period.
- V. Complaints are processed confidentially, impartially and without prejudice to the complainant. The provisions of the Whistleblower Protection Act apply in their currently valid version.

§ 16. Right of withdrawal

- I. Consumers have the following right of withdrawal:
You have the right to cancel this contract within fourteen days without giving any reason.
Contract revocation.
- II. The withdrawal period is fourteen days from the date of conclusion of the contract.
- III. To exercise your right of withdrawal, you must inform us at
Care with Concept GmbH
Hauptstraße 13
35614 Aßlar
Germany

Email: wiederruf@carewithconcept.de

by means of a clear statement (e.g. by letter or email) of your decision to
to withdraw from this contract.

- IV. To comply with the withdrawal period, it is sufficient that you send the notification before the expiry of the withdrawal period.

§ 17. Confidentiality

- I. The contracting parties undertake to treat all confidential information that becomes known to them in the course of their cooperation, in particular personal data, business and trade secrets, as confidential.
- II. The obligation to maintain confidentiality shall continue to apply even after the contractual relationship has ended.
- III. Statutory disclosure obligations remain unaffected.

§ 18. Written form / Text form / Ancillary agreements

- I. Amendments or additions to these General Terms and Conditions and other contractual agreements must be made in text form.
- II. This also applies to the amendment or cancellation of this text form requirement.
- III. There are no verbal ancillary agreements.

§ 19. Place of jurisdiction

- I. If the customer is a merchant, a legal entity under public law or a special fund under public law, the place of jurisdiction for all disputes arising from or in connection with this contractual relationship is the registered office of Care with Concept GmbH.
- II. For consumers, the statutory place of jurisdiction applies.

§ 20. Severability clause

- I. Should individual provisions of these General Terms and Conditions be or become invalid in whole or in part, the validity of the remaining provisions shall remain unaffected.

In place of the invalid provision, a provision shall be deemed to have been agreed which comes closest to the economic purpose of the invalid provision in a legally permissible manner.

§ 21. Reservation of inspection and right of termination in the event of breaches of duty

I. General and event-related right of inspection

Care with Concept GmbH is entitled to review compliance with these General Terms and Conditions and the Declaration of Principles on Fair and Ethical Recruitment at any time.

A reservation of review exists both independently of specific events and in specific cases, in particular in the event of concrete indications of possible violations of legal requirements, contractual obligations or the principles of fair recruitment.

II. Obligations of the contracting parties to cooperate

The contracting parties undertake to support Care with Concept GmbH to an appropriate extent within the scope of such an audit. This includes, in particular, the provision of relevant information, documents and evidence, insofar as these are necessary for the audit and legally permissible.

III. Measures in the event of identified violations

If Care with Concept GmbH discovers violations of these General Terms and Conditions or the Declaration of Principles, CWC is entitled to take appropriate and proportionate measures. These include in particular:

- Request for immediate rectification of the violation,
- setting reasonable deadlines for remedying the defect,
- Temporary suspension of individual services or cooperation.

IV. Right of termination for good cause

In the event of serious or repeated violations of these General Terms and Conditions or the Declaration of Principles, Care with Concept GmbH shall be entitled to terminate existing contractual relationships extraordinarily and without notice for good cause. Good cause shall be deemed to exist in particular if the principles of fair recruitment, the employer pays principle, no-fee recruitment or other essential contractual obligations are violated.

V. No effect on statutory rights

Further statutory rights, in particular claims for damages or administrative measures, remain unaffected by this provision.

§ 22. Extraordinary right of termination in the event of violations of the employer pays principle

I. Binding nature of the employer pays principle

Care with Concept GmbH undertakes to consistently implement the employer pays principle and the no-fee recruitment principles.

Accordingly, nursing professionals may not be charged, either directly or indirectly, with costs, fees, remuneration or other financial obligations in connection with recruitment, placement, qualification or integration.

II. Prohibition of cost-bearing agreements

Employers, cooperation partners, language schools and other third parties involved in the placement process undertake not to enter into or tolerate any agreements, side agreements or de facto arrangements that place a financial burden on nursing professionals, either in whole or in part, or cause them to bear indirect costs.

III. Extraordinary right of termination

A breach of the employer pays principle constitutes a serious breach of contract.

In this case, Care with Concept GmbH is entitled to terminate the contractual relationship in question extraordinarily and without notice or to withdraw from the contract without prior warning.

IV. Independence from further measures

The right of termination exists independently of further contractual or statutory rights, in particular claims for damages, injunctive relief or reimbursement, as well as the possibility of informing authorities or competent bodies.

Integration concept for international nursing professionals

1. Objectives and basic principles

Care with Concept GmbH pursues a holistic, sustainable and responsible integration concept for international nursing professionals. The aim is long-term, stable and successful professional and social integration in Germany.

Integration is not seen as a one-off measure, but as a continuous process that begins in the country of origin and continues through entry, the induction phase and long-term employment.

The integration concept is based on:

- the criteria of the "Fair Recruitment Nursing Germany" seal of approval
- the employer pays principle
- international human rights and labour standards
- the practical requirements of everyday nursing care in Germany

2. Target groups and addressees

The integration concept is aimed at the following target groups:

- international nursing professionals
- hosting health and care facilities
- Cooperation and network partners along the service chain

3. Integration phases and measures

3.1 Structured preparation in the country of origin (pre-integration)

After completing the general language qualification, nursing professionals take part in a structured preparation programme run mainly online by Care with Concept GmbH (CWC). The aim is to provide comprehensive professional, linguistic, cultural and mental preparation for everyday working and private life in Germany. The training and integration measures provided for this purpose are designed and implemented internally by CWC and reviewed as part of various internal processes.

The content includes in particular:

- realistic clarification of expectations prior to arrival
- basics of life and everyday life in Germany
- Training in care-specific technical terms and terminology for everyday care work
- Introduction to everyday working life in German healthcare facilities
- Work organisation, teamwork and understanding roles

3.2 Experience-based support based on our own specialist and migration knowledge

A key quality feature of the integration concept is the experience-based support provided within the company.

Several employees and managers at CWC completed their nursing training in their country of origin, worked in the healthcare sector there and then successfully completed the integration process into the German healthcare system themselves. In addition, they have several years of professional experience in various German healthcare facilities.

This unique experiential knowledge is based largely on the personal integration and professional experience of the managing director, who has himself gone through the process from training in his country of origin to starting work and long-term employment in the German healthcare system, and who now understands both the perspective of nursing professionals and the requirements of clinics and managers. This enables particularly practical, realistic and empathetic preparation and support for nursing professionals. Typical challenges, cultural differences and integration processes are specifically incorporated into the preparation and support and are continuously developed and updated on the basis of structured feedback and evaluations from CWC's feedback and quality process.

3.3 Involvement of the host institutions prior to entry

Care with Concept GmbH promotes personal exchange between host institutions and nursing professionals already in the country of origin.

This includes in particular:

- Delegation trips by nursing service managers or representatives of the institutions

Insights into:

- nursing training in the country of origin
- hospital structures and working methods
- the professional backgrounds of nursing staff
- personal encounters as part of language and preparation programmes
- These measures promote mutual understanding, realistic expectations and a successful start to work.

3.4 Analysis and work shadowing in the host institutions by CWC

Before the placement begins, a practical analysis of the host institution is carried out. This includes work shadowing in order to:

- familiarise oneself with work processes and routines
- understand ward and team structures
- grasp the main areas of nursing care
- familiarise themselves with technical equipment, devices and documentation systems

On this basis, facility-specific preparatory and integration measures are developed that are specifically tailored to the future working conditions.

3.5 Facility-specific integration and induction concepts

Integration does not follow a rigid standard, but is tailored to individual needs and specific to the institution.

The concepts take into account, among other things:

- Specialist areas and ward profiles
- Nursing priorities
- Technical equipment
- Work organisation and team culture

The aim is to provide safe, realistic and sustainable induction training and to relieve the burden on the receiving teams.

3.6 Organisation and support after arrival and in everyday working life

After arrival, Care with Concept GmbH takes over the active organisation and implementation of key measures to stabilise and integrate the nursing staff. These include in particular:

- independent organisation of accommodation and support with everyday arrangements,
- coordination and implementation of necessary administrative steps,
- targeted orientation in the new social and personal environment,
- concrete support with professional and linguistic challenges in everyday nursing care.

The measures are managed, coordinated and, as far as possible, implemented by CWC itself. Cooperation with the host institutions is close and structured, without transferring responsibility for the organisation or financing of the integration measures to the nursing professionals.

3.7 Language support and coordination

CWC implements a structured language support programme prior to entry. For the phase after entry, CWC requires that the host institutions have their own workplace-related language support measures in place. CWC monitors the linguistic development of nursing professionals through structured exchanges with the nursing professionals and the responsible managers of the institutions and provides advice when a need for support is identified. In addition, CWC undertakes to continuously develop the existing

language support concept and to expand it in future to include accompanying and supportive measures for the period after arrival.

3.8 Mentoring, supervision and conflict management

A structured mentoring and support programme provides long-term support for nursing professionals:

- Dedicated contact persons
- Individual counselling
- Conflict mediation between nursing staff and the institution
- Supervision and coaching as required
- Early clarification of challenges to avoid dropouts

3.9 Social integration and participation

Care with Concept GmbH actively promotes social and societal integration through:

- Building social networks
- Organising exchange formats and joint activities
- Supporting cultural orientation
- Providing support with family issues (e.g. family reunification)

4. Collaborating with institutions and partners

A key component of the integration concept is the early preparation of the host institutions before the nursing professionals arrive. To this end, CWC conducts structured information and exchange formats for the management and specialist staff involved. The managing director's personal visits to the cooperating institutions serve to familiarise him with work processes, management culture and framework conditions, and form the basis for tailor-made cooperation. In addition, CWC promotes bilateral exchange between the sending and receiving sides through organised visits, training courses and joint exchange formats in order to ensure realistic expectations, mutual understanding and sustainable cooperation.

5. Quality assurance and further development

To ensure quality, the following measures are implemented:

- Regular evaluation of integration measures
- Feedback processes from nursing professionals and institutions
- structured exchange with cooperation partners
- Continuous development of the integration concept

6. Documentation and transparency

All measures of the integration concept are documented in writing, prepared in a manner appropriate for the target audience and made available to the relevant target groups. The concept is an integral part of the placement and integration work carried out by Care with Concept GmbH.