

Mission Statement - SM Care Solutions GmbH

The following mission statement is intended to serve as a basis for fair and ethically justifiable practices in the international recruitment, placement and employment of foreign personnel intended for use in the German health care system. SM Care Solutions GmbH will adhere to this basis and is ensured that all its business partners will follow this basis. We make a clear commitment to the "employer pays" principle that no placement costs are charged to nurses.

The mission statement is fundamentally based on the recognition of the [WHO](#) Code of Conduct (Ethical Recruitment) for the international recruitment of health professionals, which – in addition to compliance with the international convention on human rights – is the supreme guideline for cooperation between business partners. In particular, it serves to safeguard the right of individuals to migrate and to understand that the legitimate interests and responsibilities of healthcare professionals, countries of origin and employers in the country of destination cannot conflict with each other.

SM Care Solutions GmbH and its business partners voluntarily commit themselves to comply with both the [ILO core labour standards](#), in particular the General Principles and Operational Guidelines for Fair Recruitment of the ILO, as well as the IRIS standards of the International Organization of [Migration](#).

The smCare Solutions team aligns its daily activities with the common mission:

"SM Care Solutions supports the foreign nurses from recruitment, over the entire German training period, to long after the start of work and thus creates the conditions for a new successful future in life in Germany. In close cooperation with our customers, we ensure fair working conditions in accordance with international standards, which are constantly monitored by us. "

To this end, we are on a common mission. Our values and conduct provide us with the framework for a commitment to a fair and ethical recruitment and mediation practice, considering the United Nations Convention on Human Rights.

Mission - SM Care Solutions

We want to give our foreign nurses a new secure future. We make our customers' human resources more predictable and flexible. This makes them more independent and efficient. As a partner, we develop innovative personnel solutions together with the institutions. In order to be able to do this credibly, we must align our actions accordingly and live flexibility. As a family-run personnel service provider, unity is our strength. We are then successful and can achieve the common goals if all employees act as a team and everyone is willing to be there for the other when needed. Every day, our employees are at the front line to be close to the nurses to the customer. Our headquarters and branches work as a closed unit to make the workflows efficient. For us, the placement of nurses means improving on a daily basis, optimising processes and processing orders quickly and competently.

Values - SM Care Solutions

We are aware of the responsibility for our nurses to be placed, our customers, our employees and for economic development. We live up to this responsibility and base ourselves on our values:

- **Integration awareness:** Integration is the most important factor for the well-being of our foreign nurses. We support our nurses in the integration from recruitment to long after starting work in Germany.
- **Honesty:** We are always honest with our customers, colleagues and employees.
- **Transparent:** We say what we think! And we think what we say.
- **Trust and respect:** We treat our environment the way we want to be treated ourselves – whether management or unskilled workers.
- **Humanity:** We act in such a way that the human being and respect for human dignity are at the center of our work.
- **Responsibility:** We are aware that our thoughts and actions can have an impact on our nurses, our customers and our company.
- **Tolerance:** Everyone makes mistakes.
- **Cheerfulness:** Laughing together clears your head and makes your work easier.

Behavior - SM Care Solutions

In our actions, we are guided by these **behaviours** (in accordance with the core labour standards of the ILO and the IRIS standards):

- **Employee Orientation:** Our nursing staff deserves our highest respect and full support in all areas of life.
- **Customer orientation:** We align our activities to the needs of our customers.
- **Collaboration:** We actively communicate with our nurses and with our customers so that we can ensure optimal cooperation.
- **Willingness to change:** Nothing is more constant than change and that is why we adapt our behavior and processes to ensure fair and humane treatment of our nurses and our customers.
- **Will to perform:** Each of us is willing to learn every day and thus implement the fair and ethically justifiable recruitment and placement practice.

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SM Care Solutions GmbH is a 100% subsidiary of LMCare AG