

Mission Statement

When recruiting international specialists for German healthcare facilities, we always act fairly and transparently. In doing so, we are aware of our responsibility towards Germany and towards the countries of origin as well as towards the skilled workers. This is reflected in the fact that the skilled workers bear neither direct nor indirect costs for placement in a German job, ["employer pays" principle](#).

Ethical standards

ProUna aligns its operations with the high ethical and professional standards of the seal of approval [Faire Anwerbung Pflege Deutschland](#) and also obliges its business partners to comply with them. This includes, in particular, the written fixation of all contracts and the exclusion of verbal ancillary agreements.

Our Code of Conduct is based on the [WHO Global CODE of Practice on the the International Recruitment of Health Personnel](#). This Code forms the basis for sustainable cooperation between ProUna, the specialists, the business partners and the employers. The aim is to coordinate the interests of all parties involved fairly. Therefore, only professionals are recruited from countries that have sufficient medical staff according to the WHO and are not on the [WHO health workforce support and safeguard list](#) stand.

Human rights and international guidelines

We are committed to complying with the [international UN human rights treaties](#). We are also committed to the implementation of the [ILO Core Labour Standards](#) the [ILO General principles and operational guidelines for fair recruitment and definition of recruitment fees and related costs](#) and the [UN-Guiding Principles on Business and Human Rights](#).

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Basic principles

This results in the following basic principles for ProUna, which we implement when recruiting foreign skilled workers:

- Compliance with the laws of all states involved, including bilateral agreements and relevant labor and immigration laws
- Prohibition of agency fees or deposits (employer pays principle)
- Limiting economic risks for skilled workers
- Transparent and written agreements on hiring and employment conditions as a basis for a sustainable and information-based decision on the part of professionals
- Careful preparation of integration in the workplace, including intercultural training and measures to promote a welcoming culture
- Equal working conditions, rights and obligations for both domestic and international professionals under the General Equal Treatment Act
- Comprehensive support in recognition procedures for foreign qualifications, residence permits and language acquisition
- Ethical and professional action in all processes
- No mediation in contractual relationships that contain inadmissible repayment or binding clauses
- Promotion of sustainability and participation
- Ensuring confidentiality and data protection
- Establishment of a complaints procedure with easy access

Consequences of violations

ProUna GmbH bears overall responsibility for the service chain. As a result, it is responsible for its own violations as well as for violations by third parties, insofar as they act on behalf of, in the name or within the framework of an assignment for it – or are actually working for it – and in doing so violate the quality and testing provisions of the "Faire Anwerbung Pflege Deutschland" seal of approval.

Employees or business partners who violate these requirements must expect appropriate disciplinary measures. This may include, among other things, the termination of contractual relationships, the reporting of misconduct to the competent authorities and the repayment of retained deposits or fees to the professionals concerned.

As of August 2025