

## **Code of Conduct for Clients / Patients - FLEXXI**

In order to guarantee quality and professionalism to all parties, involved in the caregiving services through FLEXXI, we request all FLEXXI users to respect and follow terms of the FLEXXI Code of Conduct.

### **If you are a Client/Patient, you can expect from FLEXXI:**

- To be informed about the FLEXXI code of conduct before engaging in any activity through our app.
- To expect that our service providers are in good condition, in terms of time, health, disposition and interest.
- To expect that services provided by the caregiver/nurse are 100% free from any kind of discrimination (race or ethnicity, gender, gender identity/expression, age, religion, national origin, sexual orientation and/or disability).
- To have your job offers, viewed only by professionals with certified and verified skills.
- To check and verify the professional qualifications of the nurses/ caregivers before allowing them to join FLEXXI. Nevertheless, personal characteristics of people are hard to verify, so if you have any kind of problem with the nurse/caregiver which is not related to a clause in our code of conduct, please reflect your opinion in your review of the person's performance.
- To have your data stored and used **only** for the purpose of providing excellent services to you and the nurses/caregivers. Your data will only be used for the purpose of providing the service.

### **What we, at FLEXXI, expect from you, the client:**

- Having knowledge about and accepting the FLEXXI code of conduct.
- Always treat caregivers with respect, free from any type of discrimination (race or ethnicity, gender, gender identity/ expression, age, religion, national origin, sexual orientation and/or disability).
- Make sure you are honest and transparent about the tasks you have requested in the specific order.
- We hope that you will contact the nurse and provide clear guidance on the task to be performed. We recommend doing this as soon as the job is accepted, you can communicate with the caregiver/ nurse through our chat.
- Be clear about the conditions of the environment in which the service will be performed, in the sense of safety and feasibility. Make sure the address is an

accessible location and in case of limitations to access, allow for a compatible travel time for the caregiver/nurse to arrive.

- The patient's medical condition is confidential information according to the nursing legislation. The mental or health condition of the client should be revealed to FLEXXI Support, in case a dispute on breach of code of conduct or other inappropriate behavior by the nurse is reported by the client.

**What you, as a customer, cannot do:**

- Do not allow any third party accompanying the nurse/caregiver in your premises, including animals.
- You cannot execute and/or determine acts contrary to the FLEXXI Code of Conduct, the legislation governing the exercise of Nursing in Germany, (<http://www.gesetze-im-internet.de/pflbg/BJNR258110017.html>) and/or current legislation.
- You must not behave disrespectfully in any matter (race or ethnicity, gender, gender identity / expression, age, religion, national origin, sexual orientation and/or disability) to the nurse or caregiver who is assisting you.
- You cannot do or persuade the caregiver/nurse to do anything that infringes the given code of conduct.
- You cannot request medication administration when the prescription is not legible, incorrect or incomplete.
- You cannot request medication administration by someone who is not licensed to perform this task. If such task is requested, you need to indicate it in the order.
- You cannot share, insert or divulge untrue information, or information of doubtful content about FLEXXI, patients, nurses, caregivers or the service provided.
- You cannot provoke, be conniving or ommissive in any way to the nurse/ caregiver, you cannot perform any act of violence against the caregiver/ nurse, his/her family and the community at any time.
- You cannot expect FLEXXI to take responsibility -- be it moral, personal, or financial, for a third party's behaviour or even take litigation against FLEXXI for any conduct or misconduct by a third party. You acknowledge that FLEXXI is a broker between caregivers and families / patients / caretakers. FLEXXI's responsibility is limited to with the due diligence of the parties brokered and is legally limited to cases of gross negligence and willful or other intent.
- To assure the quality and guarantee the fulfillment of employment duties and obligations, you are requested to conduct your relations with the nurse/ caregiver only using the FLEXXI app. That is an action of hiring or extending the service of nurses/caregivers without the intermediary of FLEXXI can result in your ban from the platform and when necessary, implication of legal measures.

## **In case of non-compliance with the FLEXXI code of conduct**

Depending on the circumstances, clause and legislation in force, non-compliance with the FLEXXI code of conduct can result in formal warning, platform ban and/or execution of legal measures.