

## **Conduct Code for Nurses / Caregivers - 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.

### **For Nurses/ Caregivers**

#### **If you are a Caregiver/ Nurse you can expect from FLEXXI:**

- To be informed about the FLEXXI code of conduct and accept it or not, before engaging in any activity in the company.
- Accepting the service only when you are in good condition, in terms of time, health, disposition and interest. And you will never be persuaded to take a job when in bad conditions.
- To be treated fairly and be paid for the services you provide within 7 working days after service provision.
- To be respected for your professional experience.

#### **What we expect from you:**

- Having knowledge about and accepting the FLEXXI code of conduct.
- Always carry out your service with respect (privacy and honor of the individual, and courtesy), responsibility, commitment, honesty and free of discrimination of any kind (race or ethnicity, gender, gender identity / expression, age, religion, national origin, sexual orientation or disability).
- If, for any reason, your rights are violated or a situation arises that leads to a break of any clause of this Code of Conduct, please report this information in a written form to FLEXXI as soon as possible in our Help Center.
- If you are requested to perform any activity that does not correspond to your skill set or undermines your professionalism, please report the incident including the reasoning to FLEXXI in our Help Center.
- You should only accept requests that meet your professional skills.
- You must formally report actions and procedures, when there is a risk of damage resulting from malpractice, negligence and impudence to the patient, aiming at the protection of the person, family or other involved parties.
- You should take responsibility for your actions in case of malpractice, recklessness or negligence during the service, also in situations when the service provision involved third party and/or previous knowledge of the fact.

- You should report any case of violence against: children and adolescents; women; the elderly; and people who are disabled or unable to sign consent to the responsible agencies, even without the consent of the parties involved.
- You are responsible for declaring your income from FLEXXI. FLEXXI is not your employer. FLEXXI can provide you with a yearly financial report to hand over to Finanzamt.

**What you, as a caregiver/ nurse, cannot do:**

- You cannot bring a third person to the service
- 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 cannot perform activities that do not fall within your technical, scientific, ethical and/or legal competence or are unsafe for you, the client, the family and/or the community as well as are unsafe to be executed in a domestic environment.
- You must not be disrespectful in any way (race or ethnicity, gender, gender identity / expression, age, religion, national origin, sexual orientation and/or disability) to the client who you are assisting.
- You cannot administer medication without knowing the indication, action of the drug, route of administration and potential risks, respecting the professional's degree of training.
- You cannot administer medication when the prescription is not legible, incorrect or incomplete.
- You cannot provide medication if you are not licensed to perform this task.
- You cannot sign nursing actions that were not performed, as well as allow actions performed by you to be signed by another professional.
- You should not delegate any of the duties of the nursing/caregiving services to any third party.
- You cannot ask for an extra payment for performing extra activities that were not specified in the order details if they fall in the timeframe of the service provision requested. For extra service time, the client has to request order extension.
- 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 client, you cannot perform any act of violence against the client, his/her family and the community at the time of the service or afterwards.

- You cannot expect FLEXXI to take responsibility, 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 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 client using the FLEXXI app. That is accepting an order or payment from the client 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.