

Guideline on Corporate Due Diligence and Complaint Management

of

Vales Deutschland GmbH

Munich, November 20, 2025

We are committed to assuming corporate responsibility throughout the entire service chain and to systematically identifying, assessing, and mitigating human rights risks. We regard compliance with the requirements of the RAL quality mark “Fair Recruitment – Care Germany” as a binding standard for all our activities. All business partners are contractually obligated to adhere to these requirements. Violations of these requirements will be consistently sanctioned. Should violations occur that result in nursing professionals being required to make payments contrary to the Employer-Pays principle, Vales Deutschland GmbH will fully reimburse these costs.

To ensure these commitments, we conduct regular risk analyses that identify potential human rights risks along the service chain. The results of these analyses are documented and serve as the basis for developing and implementing appropriate risk mitigation measures. We consider these processes dynamic and commit to continuously reviewing and adapting them to meet the highest standards.

A central component of our corporate responsibility is the establishment of a transparent and effective complaint management system. Every nursing professional, as well as all involved partners, has the opportunity to submit complaints regarding the recruitment and placement process. Complaints can be submitted by email or telephone to:

Chiara Caravello
Compliance Officer
chiara.caravello@vales-recruiting.de
+49 (0)89 20 00 66 39

Upon receipt of a complaint, confirmation will be provided within 48 hours, and processing will be completed within a maximum of three weeks. Each complaint is handled in a structured and transparent manner. We analyse the facts, take appropriate corrective measures, and inform the affected person of the outcome.

With this guideline and the implemented complaint management system, Vales Deutschland GmbH reaffirms its commitment to transparency, fairness, and responsibility throughout the recruitment process. We regard these measures as an expression of our dedication to the rights and well-being of nursing professionals and to the integrity of our business practices.



Jonas Schittig
General Manager