

When partnering with private sector partners, we must ensure they integrate protection issues, including sexual exploitation and abuse (SEA), in their operations

The aim of this tipsheet is to ...

- Equip private sector partners with **tools to understand, prevent and respond to SEA**.
- **Encourage positive behaviours** and the provision of responsible products and services that empower people as valued customers.
- Help you **assure service quality and customer protection** and **hold partners accountable** for misconduct.

8 Principles of Code of Conduct

- TREAT ALL CLIENTS WITH DIGNITY AND RESPECT**
- ENSURE FAIRNESS TOWARDS ALL CLIENTS**
- PREVENT AND COMBAT ALL EXPLOITATION AND ABUSE**
- RESPECT LAWS AND POLICIES**
- PRESERVE CONFIDENTIALITY AND PRIVACY**
- REJECT BRIBERY AND CORRUPTION**
- ENSURE INTEGRITY AND RESPONSIBILITY**
- REPORT CONCERNS AND COMPLAINTS**

Tired of reading? Watch the video here

Download the Code of Conduct Templates [HERE](#)



How can we strengthen protection from SEA without deterring partners from wanting to work with us?

While there is usually a willingness to 'do things right', private sector partners are mainly **driven by monetary rewards**, use different language and may not understand humanitarian principles. This means ...

- ✓ **Don't overwhelm** partners with lengthy and resource-intensive contracting/implementation processes and documentation
- ✓ Cut out jargon/adapt language and help partners understand the **'business case'** for investing in customer protection as a shared responsibility
- ✓ Have **ready-to-use materials/supports** that the partner can easily understand and implement
- ✓ **Promote good behaviour**

... **without** compromising on minimum standards.

Checklist - working with private sector

- ☐ **Assess organisational capacity on Customer Protection when hiring/contracting partners**
 - ☐ Assess private sector partner **organizational policy on Customer Protection/PSEA**- use [this Checklist](#) during the procurement/recruitment stage.
 - ☐ Ensure private sector partner has a **focal point** on Customer Protection/PSEA in place and build a relationship.
- ☐ **Contractualize key responsibilities and your expectations for the partner**
 - ☐ Add a **PSEA clause** in all contracts and agreements.
 - ☐ Ensure the private sector partner shares the [Code of Conduct](#) with all its staff and third-party contractors.
 - ☐ Regularly request [reporting on customer feedback and complaints](#) (e.g. received through a hotline or helpdesk) and [ensure safe referrals](#) by adding it to your contract.
- ☐ **Support partner capacity strengthening**
 - ☐ **Share simple and concise awareness materials** (visual material/messages and referral pathways) you would like the private sector partners/contractors to use (internally and externally). You may opt to **offer [training sessions](#)** on PSEA to partner staff.
 - ☐ Make it as easy as possible to **align your [reporting channels for customer feedback and complaints](#)** for their staff, contractors, and the people assisted and share guidance on safe referrals.
- ☐ **Ensure accountability**
 - ☐ Ensure **disciplinary measures for violations are understood** (e.g. as part of [performance monitoring & evaluation](#)).
 - ☐ Ensure [communities know about SEA](#), **their rights and how to report issues** with regards to the private sector partner.

Access the full repository of tools and materials [here](#)