PROFESSIONAL BOUNDARIES AND NON-FRATERNIZATION POLICY

[organization name] is committed to creating a professional, safe, and respectful environment for all employees and stakeholders. Recognizing the importance of maintaining professional boundaries, [organization name] aims to uphold standards that prevent inappropriate fraternization. This policy provides guidelines for all staff to ensure interactions remain professional and focused on providing high-quality service to our clients.

DEFINITION

For the purposes of this policy, the following terms are defined:

**Professional Relationship -** The conduct maintained by [organization name]'s staff in their interactions with clients, clients, or stakeholders, whether through in-person meetings, virtual communications, or any other forms of interaction.

**Fraternization -** Any form of personal interaction between staff and clients/clients/stakeholders that exceeds the professional boundaries set by this policy, including but not limited to socializing in settings not officially sanctioned by [organization name].

**Extended Network** - any individual connected to clients or employees outside the immediate professional relationship. This includes, but is not limited to, clients' relatives, friends, and colleagues.

POLICY

[Organization name] maintains a zero-tolerance stance on fraternization that goes beyond professional boundaries.

Staff clients are required to:

* Establish the nature and scope of their professional relationship with clients.
* Consistently document all interactions with clients and keep these records up to date and secret in compliance with privacy laws.
* Protect the confidentiality of all clients and any related client information.
* Develop professional relationships based on mutuality, respect, client motivation, capacity, and opportunities for change.
* Ensure that their actions, decisions, and practices are focused on helping, supporting, and serving clients' needs.
* Protect clients' dignity, respect their individuality, and maintain all related human rights.
* Inform the HR Manager if they find themselves in an uncomfortable situation with a client or if they have noticed an inappropriate interaction between a client and another employee.

Boundaries of Staff-Client Relationships

To ensure a professional and respectful environment at [organization name], employees are expected to adhere to the following guidelines:

* Staff interactions with clients must strictly be in a professional capacity, focused on business-related activities and services.
* Staff are prohibited from accepting personal invitations from clients and their extended networks involving private spaces, events, or functions unless officially sanctioned.
* Personal relationships with clients and their extended networks outside of company premises and outside work hours or duties are strictly prohibited.
* Staff are strictly prohibited from giving or receiving any form of gift from clients and their extended networks.
* Communication between clients and staff is preferably completed in an in-person (face-to-face) setting.
	+ In the event that other forms of communication are required, all forms of interaction must be transmitted through [organization name]’s official business communication channels (phone, email, video calling, etc.). Personal contact details and personal information, such as but not limited to an employee’s contact number, email, social media account, etc., must not be shared with clients at any time or under any circumstance.
* All clients must be treated equally. Favouritism and the provision of “special” attention to specific individuals are not allowed.
* Staff shall not entertain, address, suggest, or create intimate attraction and/or any form of such a relationship with a client or their extended networks.
* Staff may not promise to keep secrets or any private information from clients. All interactions must be documented.

Documentation

* [Organization name] will keep track of all forms of interactions, including but not limited to discussions, consultations, and communications, between and among its staff and clients.
* If boundary issues arise, [organization name] document all discussions, consultations, supervision, and any other steps to address the identified problems/issues.
* All inputs shall be used to mitigate risks of similar or related problems in the future.

The confidentiality of these documents is paramount to [organization name]. All records will be safe, and only authorized personnel can access them. This safeguards sensitive data and respects all parties. These records are essential to our commitment to a safe and courteous environment and allow us to analyze and mitigate future issues.

Breach of Policy

Employees or staff who fail to comply with any of this policy’s provisions will be subject to disciplinary action up to and including termination of employment.