

Introduction:

Adherence to morality is one of pillars of success and a manifestation of progress and advancement; so, ethics has taken a wide place in literature of vibrant countries and sectors, it has a great importance in our local environment due to its emergence from our culture and full harmony with it.

The Almighty said: (Allah commands justice, the doing of good, and liberality to kith and kin, and He forbids all shameful deeds, and injustice and rebellion: He instructs you, that ye may receive admonition) (Surah An-Nahl, 90) and recommended His Prophet, may God bless him and grant him peace, with a sublime rule of moral dealing (Hold to forgiveness; command what is right; But turn away from the ignorant) (Surah Al-Araf, 199) and praised him saying (And thou (standest) on an exalted standard of character) (Surah Al-Qalam, 4). Our Prophet, may God bless him and grant him peace, is our role model.

The workers in the charitable sector are the first to maintain these ethics in their behaviors, as it makes them more generous, skillful and honest, highlighting the impressive image of charitable work and making it more gorgeous and purer.

The Saudi Vision 2030 stipulates that (The Kingdom of Saudi Arabia is a destination for the Muslims and the heart of the Arab and Islamic worlds) and the Saudi Society (is a vibrant society with strong roots). The Saudi Vision 2030 motivates citizens to participate in the third sector and opens up doors of organizations in the sector to attract large numbers of volunteers. The need to establish an Ethical Charter for workers in the charitable sector has emerged to regulate their behaviors and lead them to the best ethical and professional practices in their noble humanitarian sector.

Definitions:

The following terms shall have the meaning ascribed thereto, wherever mentioned in this Charter:

These controls aim at organizing civil social research and studies centers, activating their role in society, and enabling them to carry out their specialization according to the modern scientific techniques.

- **Ethical Charter:** The core values and principles that direct the culture of the workers in the charitable sector and influence their conduct.
- **Workers:** Everyone who works in the charitable sector of both genders, despite their different positions, wages, and the nature of their work, and the same are applied to the employee and the volunteer.
- **Charitable:** Any work aimed at the benefit of people, with money, effort, time or thoughts, and has no profit purposes. It may sometimes be called: (the charitable sector – the third sector – the non-profit sector.)



Organization: Any endowment, foundation or association belonging to the charitable sector, such as: (charitable NGOs – charities – donor agencies – Waqf Institutions – non-profit organizations.)

- **Stakeholders:** Any party who can either affect or be affected by the organization or the charitable work.
- **Beneficiary:** A party for whom the organization was established and who thereby receives the benefits of such organization.
- **Chairman:** is considered the highest-ranking officer in each administrative unit or organization regardless of their job titles.

Charter Purposes:

1. To identify the ethical rules and principles of professional practices in the charitable work.
2. To direct the conduct of workers in the charitable sector.
3. To motivate workers in the charitable sector to adhere to the good ethics and to cooperate to apply such ethics.
4. To promote positive practices in the charitable sector and improve or correct others.
5. To strengthen ethics in the culture of the organizations.

Rules and pillars of the Charter

The Articles of the Charter were established upon rules and pillars based on the belief in God, compliance with Sharia Islamic Law and the overall purposes thereof and respecting the official regulations. Such Articles were characterized by originality, durability and awareness, which are characteristics that aim to achieve the highest degree of credibility, realism and acceptance.

Accordingly, the Charter was based upon firm rules and pillars, which are:

1. Relying on the correct Islamic texts of the Qur'an and Sunnah.
2. Compliance with the laws and regulations of NGOs in the Kingdom of Saudi Arabia.
3. Benefit from the Guide Manual to Business Ethics and Governance Guide for NGOs.

Learning from local, regional and international experiences and reviewing the best practices.

5. Meeting the needs of stakeholders in charitable work at all levels, including leaders, boards of directors, executive departments, workers and beneficiaries.

Benefits of compliance with the Charter

- It contributes to achieving Saudi Arabia Vision 2030, which provides for establishing a culture of volunteering, taking responsibility in our lives, businesses and societies, respecting the social impact of the non-profit sector, in addition to raising the vitality of the society stemming from its established values and opening the door to the largest number of those who willing to volunteer.
- It promotes the principles of governance based on the responsibility, transparency, accountability and participation in decision-making subjectively and joint cooperation between employees.
- It increases positive practices that benefit the organization, the beneficiary and charitable work.
- It reduces negative practices that may lead to administrative or financial corruption or otherwise.
- It increases the control over and directing decisions for the interest of the organization.
- It creates an ethical work environment with clear standards and procedures.
- It protects the organization's reputation and standing with the stakeholders.
- It helps workers to evaluate themselves.
- It leads to the best professional practices.
- It provides a role model inside and outside the charitable sector.
- It improves the society's trust in the charitable work and its workers.

In drafting the Charter, we have ensured that its phrases are short and brief, its words are clear and unequivocal in meaning and its meaning and concepts are compatible and harmonious, and that it includes the most important inputs referred to in the rules, under a general discourse that does not deviate to a category or characteristic and in an inspiring manner.

General Principles of the Charter

The study team relied on the rules and pillars of our constants, and made them governing all its work, then the team collected the findings of the survey, the results of the research and opinion survey of stakeholders, held a number of workshops and focus sessions, and found that such combined inputs lead to eight key principles on



which the Charter is based, each principle includes sub-values. The eight principles are, as follows:

1. **Sincerity:** Getting closer to Allah by work, then serve the nation and contributing to the development of society, which provides the soul with a renewed energy towards working with creativity and mastery.
2. **Integrity:** Avoiding the disgraceful conducts of human and separating personal interest from work, which strengthens trust inside the charitable work and between the charitable work and society.
3. **Justice:** Preserving rights, preventing abuse and discrimination, and achieving fairness and balance in words and deeds.
4. **Responsibility:** Obliging the person himself to carry out his duties and consequences thereof, with full compliance with the regulations; in order to fulfill his religious, national, social and professional responsibilities.
5. **Mastery:** Performing works and tasks with the highest level of accuracy, as possible, taking into account professional principles and scientific competence.
6. **Respect:** Respecting people, appreciating all parties, mercy of the weak and reverence of the strong without prejudice to the work and the applicable regulations.
7. **Donation:** Achieving the developmental vision for the individual and society and making dedicated efforts for the benefit of the beneficiary.
8. **Cooperation:** Collaboration and complementarity of efforts and mutual aid; where the worker cannot complete his tasks without cooperating with others.

The provisions of the Charter established from such principles and expressed them and their sub-values.



1. Compliance with Islamic Sharia and following the right approach in words and deeds.
2. Respecting and compliance with the Laws of the Kingdom of Saudi Arabia.
3. Searching for Allah's satisfaction and the interest and mercy of the creation in every work.
4. Confirming the intention of the charitable work and feeling Allah's observation in secret and in public.
5. Integration and participation with workers in the charitable sector in society development.
6. Accepting social diversity for all groups and nationalities in society.
7. Taking responsibility and hardship of the charitable work, as possible, without harm and with the joy of doing good.
8. Loyalty to the Organization, preserving its reputation, and avoiding what harms the charitable work.
9. Considering successes as shared between employees and the organization, with granting excellence for their owners.
10. Providing a good role model for workers in the charitable sector.
11. Preserving the environment and its components and giving charity and mercy to all Allah's creatures.
12. Being aware of any reason for division and dispute.
13. Maintaining the privacy of colleagues, organization and beneficiaries' data.
14. Avoiding the mutual personal interests or changing them into self-interest.
15. Honesty in the use of modern technology, applications and means.
16. Believing in seeking to Allah to ask for success and obtaining what pleases Allah, the Almighty.

Chapter 2: Ethics related to professional aspects:

1. Respecting the laws, regulations and contracts approved by the organization.



1. Complying with the working hours and carrying out the work assigned to him without being involved in other matters.
2. Complying with the professional rules and principles of work.
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4. Using knowledge and skills to execute the business in full.
5. Seriousness in developing skills and knowledge and being aware of everything new in the field of the work.
6. Complying with the contracts, charters, agreements and requirements between him and the organization, or with any other organization during contracting, cooperation or service provision and taking their responsibly.
7. Objectively defending the organization when subjected to any unfair criticism or improper charge.
8. Facilitating procedures, flexibility in performance, overcoming obstacles according to his powers and providing proposals regarding such obstacles to decision-makers.
9. Improving and developing the service level and measuring the satisfaction of beneficiaries and stakeholders.
10. Initiating to provide developmental ideas and proposals.
11. Avoiding racial or class discrimination in employment or in providing services.
12. Honestly in reporting without exaggeration or misleading.
13. Participating in making decisions and expressing opinions while accepting the opinions of the others.
14. Estimating the partnership and integration between the organization and any other organization.
15. Localization and sustainability of experience in the organization for second grade qualification and knowledge transfer.
16. Effective communication to achieve the organization's objectives and promote positive relationships between the stakeholders.
17. Utilizing modern technologies and means to serve the organization and the beneficiaries.
18. Giving priority to security and safety and sparing the organization any risks.
19. Avoiding any deception, misleading or obtaining a personal interest.

Chapter 3: Ethics related to financial aspects:

- The Ethical Charter for
Workers in the Non-profit Sector
Principles and Behaviors
1. Taking responsibility for any financial or in-kind pledge with honesty and discipline.
 2. Preserving the organization's assets, properties, and public and private resources, and safeguarding them from neglect.
 3. Good financial management and beware of any security or legally suspicious financial transactions.
 4. Accepting accountability to quitclaim or clarify any issue in a clear, professional, standard manner.
 5. Disclosure of financial information and data in a legally and documented manner, if requested from the donor in relation to him, or from the concerned government department.
 6. Refusing gifts or grants related to his job position under any name.
 7. Avoiding suspicion and preventing any mistrust.
 8. Disbursing the donated amounts according to the donors' terms and desires that are in compliance with the regulations.
 9. Refusing bribery and combating it.
 10. Avoid getting involved in any form of financial corruption or money-laundering.
 11. Maintaining all documents and financial documents that protect the rights of the organization and workers.

Chapter Four: Ethics of working with the beneficiary:

1. Providing the service required by the beneficiary with the best available means and practices.
2. Paying attention to the beneficiary's opinions about the service provided to him and hearing his suggestions and forwarding them.
3. Facilitating the provision of the service to the beneficiary without complication.
4. Taking the necessary measures to preserve the safety of the beneficiary and protect him from risks.
5. Preserving the beneficiary's dignity, and beware of any behavior that hurts his feelings, or harms him mentally or morally.
6. Seeking permission from the beneficiary in the event of filming and media publishing, taking into account the ethics of the image



during the documentation, and the ethics of social research during
the study of the beneficiary's case.

7. Providing the beneficiary with advice and guidance without obligation, explaining the service provided to him, if needed, indicating the rights and opportunities available to him, and the obligations that he/ she shall perform in order to obtain the service.
8. Interacting with him with congratulations or consolation, depending on the case.
9. Initiate the search for those in need of the organization's services.
10. Applying justice in serving the beneficiaries without favoritism or bias.
11. Being honest with the beneficiary in whether or not he deserves the service, while giving him pleasure and directing him to what is in his favor.
12. Immediate response to crises, disasters and urgent needs and endure the accompanying work pressures.
13. Reminding him to trust in Allah, the Almighty, in all his affairs while doing the reason.
14. Deepening his relation to his homeland and increasing his love for its citizens.

Chapter 5: Ethics of Chairmen with Workers:

1. Honoring everything that increases the capacity of workers and improves their performance.
2. Considering the conditions of workers, dealing with them as the situation requires, while preserving their dignity
3. Dealing with justice and fairness.
4. 4 Fulfilling the material and moral rights of workers.
5. Encouraging entrepreneurship and innovation.
6. Involving non-managers in making decisions and choosing the most suitable.
7. Attributing success to its owners and standing with them in unintended mistakes.

Chapter 6: Ethics of Subordinates with Superiors

1. Accepting directions according to the organization's hierarchy.
2. Respecting them and deal with them as required by the established manners.
3. Cooperating with them to make the work successful with dedicated performance and honest opinion.
4. Providing polite advice and inform them of any violation or difficulty during work. Chapter 7: Ethics of workers among themselves:

Chapter 7: Ethics of workers among themselves:

1. Compliance with the teachings and provisions of Islamic law, and the requirements of customs and traditions that do not conflict with them in relation to gender relations.
2. Promoting the spirit of brotherhood, spreading affection and respect.
3. Avoiding the disadvantages of morality such as dissonance, backbiting, slander, espionage and controversy.
4. Interaction with congratulations or sympathy according to the occasion.
5. An apology for any inappropriate behavior.
6. Dealing wisely with any dispute between workers while preserving the right of the parties to claim in accordance with the policies and regulations.
7. Taking into account the interests and benefits of colleagues and to pay tribute to their achievements and positive characteristics.
8. Limiting gender communication to work matters and its purposes.
9. Ensuring the transfer of professional experiences and increasing the skills of workers in serving the organization and the beneficiary.

The Charter Text

In the name of god, the most Gracious and the most Merciful

Praise be to Allah and may the peace and blessings of Allah be upon Messenger Muhammad, His Family, His Companions and those who follow Him,

Given the fact that the charitable sector has a strong place in our religion and local culture, a clear impact on our society, and a clear importance in Saudi Arabia's vision 2030, and as a worker in this sector, I undertake:

To be a role model by compliance with the laws and regulations of the Kingdom of Saudi Arabia in connection with the charitable work.

To deal with all workers and stakeholders, including officials, managers, supervisors, beneficiaries, customers and partners, with all politeness, honesty, transparency and commitment.

To spend as much time and effort as I can to carry out my work professionally, efficiently and with perfection.

To cooperate with the work team and colleagues in everything that serves the work and its objectives.

To abstain from any behavior that would harm me or the organization, while abstaining from any behavior that negatively affects my financial and professional performance.

To seek reward from Allah, the desire to serve the nation and benefit society, comply with all the principles, materials and values contained in the Charter, asking help and success from Allah.

Name:

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Title:

Organization:

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Signature:



Human Resources and
Social Development

**Ministry of Human Resources and
Social Development
Kingdom of Saudi Arabia
The Ethical Charter for
Workers in the Non-profit Sector
Principles and Behaviors**