

## Code of Corporate Ethics

<b>Policy Owner:</b>	Catherine Dobbins, Head of Corporate Services, in conjunction with Compliance & Corporate Governance
<b>Head of Division:</b>	Catherine Dobbins, Head of Corporate Services
<b>Most recent review:</b>	2025 (#10)
<b>Approval:</b>	Approved by Catherine Dobbins, Head of Corporate Services.
<b>Effective date:</b>	1 September 2025
<b>Next review date:</b>	1 September 2026

### Summary

*The policy aims to make expected ethical standards clear across all organisational activities to ensure we are independent and impartial in our operations and that all individuals (of whatever ability, culture, class or belief) will be treated with respect and to ensure we avoid any discriminatory practices and ensure the provision of equal opportunity. The policy supports a fair, open and collaborative way of working and the exercise of responsibility and accountability in all decisions and actions at every level. It also supports sustainability and the pursuit of excellence. It sets out how we uphold all organisational values, including Trust, Leadership, Innovation, Excellence, Customer Focus and Inclusion.*

### Background

The Public Appointments Service (publicjobs) conducts recruitment to the civil service and a range of other public bodies under the provisions of the Public Service Management (Recruitment and Appointments) Acts, 2004 to 2013. We operate under licence from the Commission for Public Service Appointments (CPSA) and are independent in our operations. In carrying out its recruitment and selection processes, we comply with the Codes of Practice published by the CPSA, which ensure that fair and open processes are in place. Where the Codes do not apply, we adhere to the same core principles in carrying out our functions.

Our mission is to recruit a diversity of people for the public service with the talent, character and commitment to deliver for Ireland and we want to be recognised as the centre of excellence in recruitment, trusted by those we serve. We are independent and impartial in our operations and the principles below guide how we operate.

## Principles

All individuals of whatever ability, culture, class or belief will be treated with respect.

The principle of justice will be observed in the avoidance of all discriminatory practices and the provision of equal opportunity.

The organisation will meet all of its legal obligations and fully comply with all relevant Codes and Guidelines (including CPSA Codes of Practice, the Code of Practice for the Protection of Personal Data). Management of risk will be embedded in all of our activities.

Organisational activity, including administration, will be conducted in a fair, open and collaborative manner.

Responsibility and accountability will be exercised in all decisions and actions at every level to ensure that the best use of resources is achieved.

We acknowledge that we share both a natural and a cultural environment with a wider community and affirm our commitment to respect and nurture those environments.

The pursuit of excellence will be encouraged in every field of activity with the aim of improving standards of service to clients and the population of Ireland in general.

## Organisational Commitments

We uphold the following values:

<b>TRUST</b>
We value the trust placed in us to deliver a timely and excellent service and we have trust in our stakeholders and colleagues.
We take pride in our history and will maintain the office's reputation for fairness,

independence and probity.
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We always act with integrity, uphold the highest ethical standards and safeguard the confidentiality of all aspects of our process.
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We respect the resources entrusted to us, working to reduce our environmental impact.
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<b>LEADERSHIP</b>
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We embrace our unique role in the public service and as recruitment professionals equip ourselves to support individuals and the organisation to reach their full potential.
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Our people show leadership at all times, particularly in times of challenge.
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<b>INNOVATION</b>
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We embrace change and see challenges as opportunities for improvement and growth.
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We value and support curiosity and trying new approaches.
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We are innovative and actively review our services and processes to support continuous development.
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We aim to be an organisation that is agile and can flex with an ability to respond to external factors.
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<b>EXCELLENCE</b>
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We expect and strive for excellence in everything we do.
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We achieve and deliver value for money.
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We seek to adopt the latest technologies and most advanced thinking to optimise our performance.
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We support each other and are committed to our ongoing professional development to deliver excellence in recruitment and selection.
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We set high standards for service delivery and are comfortable with challenge.
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<b>CUSTOMER FOCUS</b>
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We are a demand-led organisation and the customer (clients, candidates and people of Ireland) is at the centre of everything we do.
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We aim to provide our clients with excellent service, collaborating with them to meet their recruitment needs.
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We aim to provide candidates with a positive experience whatever the outcome.
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We communicate with our customers, listen to and value their feedback.
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<b>INCLUSION</b>
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We recognise and value diversity and embrace opportunities to demonstrate inclusive leadership.
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Our workplace is an inclusive environment where everyone is treated with dignity, respect and courtesy.
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Our services and processes support everyone to achieve their true potential.
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We strive to appeal to diverse audiences, attracting them to public sector careers.
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### **Accessibility, review, and further development**

This policy is accessible on the E-Hub (intranet), and wider Civil Service circulars, policies, codes of practice, procedures, and guidelines are accessible on [circulars.gov.ie](https://circulars.gov.ie). A PDF or alternative accessibility version of this policy is available upon request from People & Culture, by emailing [people&culture@publicjobs.ie](mailto:people&culture@publicjobs.ie).

This policy will be reviewed regularly to ensure it remains operationally fit for purpose and reflects appropriate changes in regulations, the working environment etc. Elements of this policy may also be subject to further development.