



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

**All Queries to:**  
**Regional HR Offices:**  
(Dublin North East / Dublin Mid-Leinster / South / West)  
**Or**  
**Corporate Employee Relations Services:**  
Tel: (01) 6626966

**HSE HR Circular 029/2009**

**30<sup>th</sup> October 2009.**

**To: Each Member of Management Team, HSE;  
Each Regional Director of Operations, HSE;  
Each Assistant National Director, Integrated Services Directorate, HSE;  
Each Assistant National Director, Finance, HSE;  
Each Assistant National Director, Human Resources, HSE;  
Each Local Health Manager, Integrated Services Directorate, HSE;  
Each Employee Relations Manager, HR, HSE.**  
**c.c. Each HR Manager, Voluntary Agency / Hospital.**

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**Re: Code of Standards and Behaviour.**

Dear Colleagues

The delivery of a high quality health service requires all employees to adhere to high standards of work performance, conduct and attendance. The Code of Standards and Behaviour for the HSE is being introduced in accordance with section 25(3) of the Health Act 2004 and the Ethics in Public Office Acts 1995 to 2001, and applies to all employees of the HSE.

The Code sets out the standards of behaviour and values required of employees in the discharge of their duties. These standards will support a high quality public service based on high levels of performance and responsibility.

In the performance of duties, employees must:

- maintain high standards of service delivery;
- observe appropriate behaviour at work;
- maintain the highest standards of probity, and;
- support and be loyal to the HSE.

The Code, which has been agreed with the health services trade unions, through the Health Service National Partnership Forum, forms part of terms and conditions of employment and employees are expected to comply with the Code at all times. Breaches of the Code will constitute a breach of terms and conditions of employment and may result in disciplinary action in accordance with agreed procedures.

This Code supersedes Codes of Conduct implemented previously within former health boards, and should be inserted into the HSE Employee Handbook to replace existing references to previous Codes of Conduct. Line managers must ensure that all employees are aware of this Code and have access to a copy.

The Code forms part of a suite of documents within the Framework for the Corporate and Financial Governance of the HSE, and is available on the intranet, [http://hsenet.hse.ie/Working\\_in\\_the\\_HSE/HR\\_Documents/Policies\\_Procedures/Code%20of%20Standards%20and%20Behaviour.pdf](http://hsenet.hse.ie/Working_in_the_HSE/HR_Documents/Policies_Procedures/Code%20of%20Standards%20and%20Behaviour.pdf) and the internet, <http://www.hse.ie/eng/services/Publications/corporate/standofbehaviour.pdf>. Queries in relation to any aspect of the Code should be directed to your Regional HR Department or Ms. Norah Mason, Corporate Employee Relations Services (Tel: 01 6626966).

Yours sincerely

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**Martin McDonald**  
A/National Director of Human Resources