

November 2025

Public Sector Equality and Human Rights Duty 2025-2028

Version: 1.0

Published: November 2025

Scheduled Review Date: July 2028

Contents

Our Core Values2

Mission Statement of Revenue.....3

Revenue’s Public Sector Duty Action Plan4

Overview of Revenue’s Public Sector Duty Action Plan (2025-2028).....6

Acronym Glossary7

Supports7

Core Values

Respect

We presume honesty on the part of taxpayers in their dealings with us. When we have reason to believe otherwise, we act on that. We treat people with dignity. We respect differences and encourage diversity.



Professionalism

We are professional in our work, with a focus on quality, timeliness and consistency.



Collaboration

We work in partnership with all stakeholders, nationally and internationally. We actively contribute to the achievement of shared objectives across the Civil Service and Public Sector.

We put collaboration and sustainability at the heart of digital and business transformation.



Agility

We are flexible, responsive and resilient. We support and encourage innovation and continuous improvement in how we work.



Integrity

We are honest, accountable, and transparent. When we make a mistake, we acknowledge this and fix it.



Mission Statement of Revenue

To serve the community by fairly and efficiently collecting taxes and duties and implementing customs controls.

Revenue is committed to upholding the highest standards of equality, human rights and non-discrimination and dedicated to promoting a culture that upholds these rights, among our staff and for those to whom we provide services.

We embody our core values as an integral part of our Public Sector Equality and Human Rights Duty (or Public Sector Duty). This is reflected in how we engage with colleagues and in every interaction we have with customers.

Revenue's [Statement of Strategy 2025-2028](#) identifies, as a strategic priority, that **'We will foster an environment where diverse perspectives thrive, and all staff feel valued and empowered to contribute.'**

Our policies, procedures, practices, and processes are designed to support and reflect our commitment to fostering an inclusive organisational culture – one that values and promotes equality, prevents discrimination, and upholds the human rights of both our staff and service users.

Revenue's [Workforce Planning Strategy 2021 - 2026](#) commits **'to promote equality, diversity and inclusion (EDI), prevent discrimination and protect the human rights of our people and customers in a positive workplace grounded in our core values'**.

The Public Sector Duty is set out in Section 42 of the Irish Human Rights and Equality Commission Act 2014¹. It requires a public body, in the performance of its functions, to have regard to the need to:

- (a) eliminate discrimination,
- (b) promote equality of opportunity and treatment of its staff and the persons to whom it provides services, and
- (c) protect the human rights of its members, staff, and the persons to whom it provides services.

A public body is also required to:

- (a) set out in a manner that is accessible to the public in its strategic plan (howsoever described) an assessment of the human rights and equality issues it believes to be relevant to the functions and purpose of the body and the policies, plans and actions in place or proposed to be put in place to address these issues, and
- (b) report in a manner that is accessible to the public on developments and achievements in that regard in its annual report.

In implementing the Duty, the Irish Human Rights and Equality Commission (IHREC) recommends that public bodies should focus on:

- **The nine grounds included in equality legislation.**
- **People at risk of poverty or social exclusion.**

¹ [Section 42 of the Irish Human Rights and Equality Commission Act 2014](#)

- **Rights-holders under the various human rights instruments relevant to the functions and purpose your public body.**

The Equal Status Acts 2000-2018 ('the Acts') prohibit discrimination in the provision of goods and services, accommodation and education. They cover the nine grounds of gender, civil status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community. In addition, the Acts prohibit discrimination in the provision of accommodation services against people who are in receipt of rent supplement, housing assistance, or social welfare payments.

Revenue's Public Sector Duty Action Plan

Corporate Services Division (CSD) has reviewed the previous Public Sector Duty Action Plan and developed a new plan for the 2025-2028 period. As an organisation, we have identified the human rights and equality issues we believe are most relevant to our roles and responsibilities.

Our approach is guided by the Irish Human Rights and Equality Commission's framework², which advises public bodies to assess, address and report on human rights and equality issues relevant to their functions. As part of this process, we carried out a consultative engagement, working with key stakeholders and seeking insights directly from those affected by our policies or practices.

We are confident we are meeting our Public Sector Duty obligations as outlined in the **Irish Human Rights and Equality Commission Act 2014**.

We will uphold a strong organisational commitment to implementing the Duty, with the support of all staff. The action plan will be aligned to our Statement of Strategy (SoS) and embedded in our annual Revenue Corporate Priorities (RCP) and Business Plans. Progress will be reviewed each year and reported in our Annual Reports.

We will uphold our core values and fulfil our Public Sector Duty obligations by focussing on key priority areas that align with our commitments to equality, diversity and inclusion:

- **Our Organisation:** Equality, diversity and inclusion are integral to Revenue's strategies and objectives.
- **Our Culture:** We uphold Revenue's values by promoting a culture of dignity and respect for all our people and all our service users and recognise the need to eliminate discrimination.
- **People:** We are an employer of choice by attracting, supporting, and maintaining a workforce which reflects the diversity of the community we serve.
- **Data:** We gather and analyse equality and diversity data that will inform our approaches to working.
- **Awareness:** We are focused on promoting awareness and understanding of equality, diversity, and inclusion among our people.

Revenue's Public Sector Equality and Human Rights Duty Action Plan

Revenue's Public Sector Duty Action Plan outlines our approach to embedding the Public Sector Duty into the heart of our organisational culture and our service delivery.

We will provide updates on the policies, plans, and actions in our Annual Report.

Overview of Revenue's Public Sector Duty Action Plan (2025-2028)

Organisation	Culture	People	Data	Awareness
<ol style="list-style-type: none"> Revenue's structures and processes will provide governance and oversight, supporting the implementation of and reporting on the Public Sector Duty Action Plan throughout its lifecycle. Revenue will provide employees with opportunities to build their awareness and skills in human rights and equality through formal and informal learning. Revenue will actively promote and clearly communicate the range of supports available to assist our customers and all those who engage with us. Revenue will strive to make all communication inclusive and accessible. 	<ol style="list-style-type: none"> Revenue will promote a positive, diverse and inclusive workplace by fostering a culture that promotes the workplace wellbeing of all our people. Revenue will protect and respect equality and human rights within our services, procedures and processes in accordance with PSD principles. 	<ol style="list-style-type: none"> Revenue will continue to enhance our reputation as an employer of choice by attracting, supporting and retaining a workforce that reflects the diversity of the community it serves. Revenue will support people with disabilities in the workplace. Revenue will engage with employee groups who fall under the protection of the Irish Human Rights and Equality Act 2014 to ensure their perspectives are included. 	<ol style="list-style-type: none"> Revenue will provide assurance that our core systems are compliant with equality and human rights legislation. Revenue will publish data on the numbers of complaints and reviews requested and upheld relating to Equality and/or Human Rights legislation, including ombudsman complaints and reviews carried out by independent reviewers under Revenue complaint and review procedures. Revenue will promote a data protection culture, with clear and accessible information provided. 	<ol style="list-style-type: none"> Revenue will promote human rights awareness through central and local initiatives.

Acronym Glossary

AI	Artificial Intelligence
CSD:	Corporate Services Division
DLO:	Disability Liaison Officer
DPER:	Department of Public Expenditure Infrastructure Public Sector Reform and Digitalisation
EDI:	Equality, Diversity and Inclusion
EU:	European Union
GDPR:	General Data Protection Regulation
HR:	Human Resources
IHREC:	Irish Human Rights and Equality Commission
ISL:	Irish Sign Language
PSD:	Public Sector Duty
RA:	Reasonable Accommodations
UNCRPD:	United Nations Convention on the Rights of Persons with Disabilities

Compliance with Human Rights and Equality Legislation

[Section 42 of the Irish Human Rights and Equality Commission Act 2014](#)

Employment Equality and Equal Status Acts ([Equal Status Acts 2000-2018](#) and the [Employment Equality Acts 1998-2015](#))

[The Irish Constitution - Fundamental Rights, Articles 40-44](#)

[The European Convention on Human Rights Act 2003](#)

[Ireland's International obligation to Human Rights](#)

[Charter of Fundamental Rights of the EU](#)

[The Gender Pay Gap Information Act 2021](#)

[Disability Act 2005](#)

[Children First Act 2015](#)

[EU Equality Directive](#)

[IHREC Public Sector Duty Guidance](#)

[EU Web Accessibility Directive](#)

[National Human Rights Strategy for Disabled People 2025-2030](#)

[Irish Sign Languages Act 2017](#)

[Protected Disclosures Act 2014 \(as amended 2022\)](#)

[Data Protection Act 2018](#)

[EU General Data Protection Regulation \(GDPR\)](#)

[Freedom of Information Act 2014](#)

[Public Sector Standards/Ethics in Public Office Acts 1995-2015](#)

[EU Artificial Intelligence \(AI\) Act \(2024\)](#)

[Code of Practice Appointment of Persons with Disabilities to Positions in the Civil Service and Certain Public Bodies](#)

Supports

The following resources are available for staff or customers seeking advice or support:

[Revenue's Statement of Strategy 2025-2028](#)

[Revenue's Governance Framework](#)

[Revenue's Core Values](#)

[Revenue's Customer Charter](#)

[Revenue's Codes of Practice](#)

[Revenue's Employee Engagement Charter](#)

[Civil Service Employee Assistance Service](#)

[Revenue's Complaint and Review Procedures](#)

[Civil Service Dignity at Work](#)

[Revenue information and services for customers with disabilities](#)

[Revenue's Artificial Intelligence Adoption Approach](#)