



# PSA VALUES Respect

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**In times of growing labour disputes, economic inequality, and workplace challenges, the PSA continues to lead with values that matter. Representing more than 245 000 public-sector employees, the PSA stands firm in the Union's commitment to RESPECT as a powerful value driving the mission to protect workers' rights, promote their interests and build fair, inclusive workplaces.**

Respect is the foundation of service and is essential. It is the invisible thread that binds teams, builds morale, and creates trust. For PSA shop stewards, it is how they treat members, colleagues, and even adversaries that defines the Union. Every respectful conversation, every act of listening, every fair decision, are building blocks of a positive and effective public service. When leading with respect, the PSA contributes to building workplaces that are safer, more innovative, and more resilient.

Trust is earned through respect. For PSA shop stewards, every interaction is an opportunity to earn trust by being present, fair, and professional. It is about listening with empathy, responding with courtesy, and valuing every member's voice.

When members feel heard and respected, they are more likely to engage, contribute, and trust the Union to represent their interests. Being honest, even when the truth is uncomfortable, shows real respect. Shop stewards must be transparent, not just about successes, but also about challenges. By openly sharing information, including success and challenges, the Union demonstrates respect and integrity. Transparency and honesty cultivate a culture of mutual trust. Respect is also about reliability. Keeping your word shows that members can count on the PSA and builds lasting credibility.

At the heart of the PSA's work is the protection and advocacy of members' rights. This includes creating safe and respectful workplaces, challenging unfair practices and inequality, and valuing member input in every decision. When shop stewards truly respect members, they become champions of dignity and fairness. They lead with heart and never forget why they do this work.

The PSA's mission is rooted in justice, fairness, and dignity. Shop stewards must lead by example by showing up for members, speaking up when it matters, and making sure that no voice goes unheard.



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