

Shop stewards: PSA cornerstones in 2021

PSA shop stewards are the Union's eyes, ears, and brand custodians in all workplaces. The strength of the Union depends on the strength of its shop steward structures. Ineffective shop steward structures can cripple the Union, whilst strong and dynamic shop stewards build a strong and dynamic Union.

This became even more evident since the start of the COVID-19 pandemic in 2020, when "normal" workplaces were turned upside down. This situation had a direct impact on the PSA's operations, as personal interaction is key in assisting members, recruitment, and overall service delivery.

PSA shop stewards form part of the Union structure and do not work as individuals. Shop stewards play a vital role and are part of a leadership team in the workplace and in the Union. Shop stewards are accountable to the members who elected them, including obtaining their mandates and reporting back to them.

The PSA's traditional methods of interacting with members were severely disrupted since the start of the pandemic, impacting on services provided through various traditional engagement forums and workplace visits to host events and meet with members.

The PSA's vast network of thousands of shop stewards then became the direct link to members. During these times, the PSA continued to invest in equipping shop stewards for their increasingly critical roles as organisers, educators, representatives, and leaders. Shop stewards played a major role in the PSA's continued success in all areas of operation during 2021.

The PSA has enormous appreciation for these dedicated persons who put the Union first, despite unprecedented challenges. The PSA applauds the Union's shop stewards as the unsung heroes of 2021!

The PSA further pays respect to the shop stewards who during the past year lost the battle against COVID-19. Their efforts have paved the way for service excellence to the Union's growing membership. May we continue our efforts in honour of their legacy.

