

# Thank you for service excellence

**T**he contribution of active shop stewards to the PSA's was once again highlighted in 2022. The most recent example is the ongoing industrial action following the stalemate in the 2022/23-wage negotiations for public servants and the continued attack on collective bargaining and workers' rights.

A shop steward is an elected union representative who represents members in defending their workplace rights and interests. Shop stewards are, amongst others, entrusted to represent members in grievances, assist during disciplinary proceedings, and ensure that the employer complies with applicable legislation and prescripts.

PSA shop stewards have throughout a challenging year for the PSA and its growing membership consistently contributed significantly to the Union's growth and success. They are a critical link between the Union and members. Especially where technology is not available to pass on important information, they are the Union's voice in ensuring that members remain informed. PSA shop stewards played a vital role this year in ensuring that PSA members were kept informed of wage negotiations and the resulting actions. They were also instrumental in gathering mandates from members, as well as providing members with reliable feedback and support.

Following the introduction and recent launch of the PSA Member Portal, shop stewards also assisted with educating members on the use and benefits of the system.

PSA shop stewards, however, often go above and beyond the call off duty in service of members. They are also instrumental in identify issues in communities where the PSA's corporate social responsibility initiatives can offer support.

As 2022 comes to a close, the PSA would like to thank all its valued shop stewards without whose contributions, the many successes that the Union experienced, from individual-rights matters to mobilising members for picketing and marches, would not have been possible.

The PSA also encourages shop stewards to continue with their excellent work and high standards of customer focus in 2023 as custodians of the PSA brand.



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