

WHAT TO EXPECT WHEN YOU'RE EXPECTING... TO WORK AT LUSH

A Worker's Guide to
Navigating Lush's Corporate
Culture

**KEEP THESE SIMPLE LESSONS IN MIND AND YOU WILL HAVE A
MORE POSITIVE WORK EXPERIENCE**

YOU ARE STILL AN EMPLOYEE

Working at Lush can feel like you are contributing to positive social and environmental change. It is not wrong to feel that way, but don't forget that Lush is a corporation and you are still an employee. Your experience matters and you have the right as well as the responsibility to make your workplace the best it can be for you and your coworkers.

1

THE STRING ALONG

When you bring up a problem to a manager or HR, do not be surprised if they fail to take action. They will listen attentively, validate your concern, and might even promise to follow up in the future. But this is an often used delay tactic. The idea is that making you feel heard is enough to address the problem and if the solution is delayed, you will eventually stop asking. Another version of this is to "pass the buck" by suggesting the problem is someone else's responsibility. Remember to follow up and record all communications with management.

2

WATCH OUT FOR TOXIC POSITIVITY

Positivity is great, but when positivity is used to negate or ignore someone's valid negative experience, it becomes *toxic positivity*. Watch out for phrases like "This company isn't like that, look at all the good they do" or "just be positive". This is a form of gaslighting, and can make you feel isolated and as though your negative feelings are invalid. Don't let this shake you - your experiences are important and chances are that many of your Lush coworkers have the same feelings

3

THE EBT ISN'T ALL THAT

The Employee Benefit Trust was set up to give employees a say in the company as well as a financial stake. However, upper management still has the balance of power, so the EBT does nothing in terms of shop floor issues. In one UK employee's words "it's set up to look like a union, but it's not a real one". It does not give you a voice, and it does not mean extra pay.

4

ORGANIZE WITH YOUR COWORKERS

There is always strength in numbers. As a worker, you have power. Without you the product wouldn't get made or sold. There is no "handmade" without our hands. Talk to your coworkers, be honest about problems at work, and don't be afraid to demand better. Together we have the power to make build a more ethical, and more accountable Lush.

5

**GET INVOLVED IN OUR GLOBAL MOVEMENT FOR A BETTER
LUSH**

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