



IN THE BUSINESS OF YOUR SUCCESS<sup>SM</sup>



## Business Overview

LUSH Fresh Handmade Cosmetics offers scented selections of ethical skin care, hair care, bath and body treats, as well as off-beat gift ideas loaded with natural ingredients. A self-appointed cosmetic-deli, LUSH makes effective products out of fresh organic fruits and vegetables, the finest essential oils and ingredients that are ethically and sustainably procured from around the world. Since LUSH came on the scene 16 years ago, its philosophy has always been based on ethics and the importance of impacting the environment as little as possible while still producing effective and innovative beauty products. LUSH products are 100% vegetarian, 81% vegan, 69% preservative-free, and 44% free of wasteful packaging. The company carries out absolutely no testing on animals. These ethics are at the heart of the brand and will remain there with every new shop that opens globally.

## The Client

**Industry:**

Cosmetics manufacturing and retail

**In business since:**

1995 in UK and 1996 in North America

**Number of employees:**

750 in Canada

Approximately 1,750 in North America

**Company revenue:** Private

**Location:**

LUSH has 44 stores across Canada and 96 across the United States. Its head office is located in Vancouver. Manufacturing is based in Toronto and Vancouver.

**Website:** [www.lush.ca](http://www.lush.ca)

## The challenge

As a leading manufacturer and retailer of cosmetics, LUSH's employee base grows during the holiday season to reflect increases in both the number of products it sells as well as total sales.

During peak season, the number of employees to be paid can double, going from 750 to between 1,300 and 1,700. LUSH incurs additional HR and administrative costs to manage the incremental payroll, paying more than \$14,000 in courier costs each year, for example, to mail pay stubs to locations across Canada.

Another key business challenge LUSH faces is adherence to its green policy, which encourages a decrease in transportation emissions and paper consumption.

# Case Study



IN THE BUSINESS OF YOUR SUCCESS<sup>SM</sup>



CSLUSH0611E

## The solution

ADP recognized that LUSH could streamline payroll functionality, save money plus reduce its environmental impact by using the ADP self-service solution, TotalAccess.

“ADP called to suggest that we look at TotalAccess as a payroll option. The cost saving it provided was the biggest driver for our business, but its ability to help us meet our green policy objectives sweetened the deal for us,” says June Alwood, LUSH’s Canadian Payroll & Benefits Administrator.

TotalAccess allows employees to interact directly with the company’s payroll system. They can change their address and banking information, verify tax deductions, and view and print all pay and tax statements. The easy-to-deploy system is designed to increase an employer’s efficiencies so they can focus on other business priorities while decreasing administrative costs.

## The outcome

“With TotalAccess, our employees now have instant access to their current and past pay information and are accountable for their own information,” Ms. Alwood said. “Even better, we have the potential to save \$20,000 a year through a reduction in postage, semi-monthly couriers and folding of cheques, plus I don’t have to worry about couriers delivering to 45 stores across Canada on time anymore. We are a growing company with an aggressive environmental policy and ADP recognized our business goals. They allow us to concentrate our time on strategic initiatives and helped us meet our green policy objectives.”

Contact ADP today at 1.866.228.9675 or visit [adp.ca](http://adp.ca).

The ADP logo and ADP are registered trademarks of ADP, Inc.  
In the Business of Your Success is a service mark of ADP, Inc. ©2011 ADP, Inc.

