

Bad communication from management and no progression

No flexibility (schedule, rules, etc.). Some internal processes might be unreasonable (or at least no one bothers to explain them).

Being scrutinised for being a couple minutes late to work/break/lunch. Feeling like you're in prison. The fact there are some team leaders that think they can act as they please and when you do make a formal complaint, it doesn't go anywhere. Instead they fire you for it and give you some bs reason, like your performance isn't good enough. God forbid you're sick or have some personal problems going on, they don't care. They never really acknowledge the good you've done, they focus on the bad. I personally believe that some people have some sort of God complex about themselves and I honestly believe some of the people there have suffered some sort of a traumatic experience because the way they treat you it's as if you're the reason for their pain, so you should suffer.

wasn't paid fully most weeks high expectations

Not great pay, hard to get promoted or make a difference.

Pay can be better/ more competitive

poor progression

management not technical

tedious tasks

large company hard to make change

\* Management are often quite late in sharing organisational changes

\* For the work that LSEs do, they deserve a little more compensation

3 sign off segments before being promoted. Only have opportunities be signed off twice in the year. Slow progression.

Customer care with ASOS is not very fulfilling. feedback and support from management could also improve.

Asos has been growing rapidly for the last few years and the London office is starting to run out of space - they have plans to address this, but they're a few months away at best so things are a bit cramped at the moment.

The business can be a bit woolly in what it wants to achieve - there is clarity from the exec board about their vision, but it gets a bit muddled at the next layer down when it comes to implementing that strategy. They get there eventually but possibly not in the most efficient way. There are signs that the new CEO recognizes this and is making some people changes

Food - Some people rave about the canteen and its food, I find it often to be overly complex and 'lah-di-dah' for the money. Still you're only 5 mins walk from a whole bunch of great places to eat or buy a sandwich so ...

Slightly too fast paced, not for everyone. Lots of change making it difficult to keep up and keep focused.

Slow development and progress

Not much internal promotion

Lots of admin

Low salary

Like mean girls 'you have to stand out from the other BA's'

Extremely heavy work load

Toxic environment

The company is too huge

They don't care about you

Its become too cooperate

Long hours. Bad work / life balance

Salary does not show that they put the workers first.

- not enough flexibility on dates of holidays

- if you live in London, the commute is tiring

- you don't have your own desk

- Not a clear progression path and how to be considered for promotions - Poor salary raises

Not many promotion opportunities past a certain level

Salary not really keeping up with market

Low salary in comparison to competitors

Sometimes can feel a little hectic, so not everyone's cup of tea. However if you can handle it, you'll thrive at ASOS.

An extremely hierarchical company with thousands of employees, can feel like you are just a cog in the ever expanding ASOS machine. There is very much a "wait your turn" culture so although there are opportunities to progress, you had better get in line. Senior management certainly talk the talk when it comes to ensuring employee happiness but ultimately day to day I found the culture very cut-throat and certainly experienced elements of bullying.

Sometimes difficult to work with management

No work from home for any studio teams (including management)

The tech teams have very poor leadership, almost no communication about the happenings of the current Security team. Not to mention the complete lack of respect shown to the CIO by a tech senior manager. I know that this may come across as sour grapes, but I am fairly certain that this rot will be there for many more years to come, which is why I had to leave.

The lack of genuine progression due to being a high performer, a culture of favouritism and praise based on friendships- if you are here to be recognised for hard work and being a good person then you have come to the wrong place - this claims to value this but it couldn't be further from the truth

The assistants earn 18-22k and this is not enough to live in London, especially when you have to get in for 6.45-7am on Mondays and rarely get out of work before 7pm. There is a culture of over-working and if you try to go home on time there can be comments (I should mention there is a clever clause in your contract that states that you might have to work overtime for free!). Also its very high stress for the pay you get and as much as some people are lovely, some are awful and on more than one occasion I've heard people crying in the toilets.

patterns aren't always the best.

Salary is not great, although it's adequate if we consider the benefits.

Sometimes there are a lot of bureaucracies and a bit of disparity between teams in the technology department. Deadlines are sometimes not realistic and quality can suffer because of that.

Micro management and low pay

Cannot think of any at the moment. Company is growing very fast, you will need to keep up with everything.

- Could be more data-driven company

- Learning is a bit insufficient

Big company with lots of red tape and politics, mismanagement within team, hard to progress, favoritism, work can be monotonous at times.

not very flexible, despite being a creative company you don't feel creativity in the approach to work (unless maybe you're in a creative role), very strict hierarchies, production of fast fashion is unethical - a lot of work goes into internal communication about how they are trying to improve their production and monitor their factories but I would prefer to see actions than long papers about it

Toxic people and work environment, inflexible working hours, terrible middle management.

- salary below average - cumbersome and poorly communicated HR policies

Difficult to progress and get promoted due to limited head count

Lack of training programmes/materials

Poor management

Nothing comes to mind for this

Extremely long hours, insane workload, doing the jobs of multiple people, extremely high expectations and the expectation to do jobs outwith your job title for your 'development', very rarely you have time for a lunch break, start early and finish late

unexperienced employees are given carte blanche festering bullies that will do nothing good for your career and making your expertise and energy worthless,

The HR department called PX is the most unhelpful department. admins are the gateway to nowhere. Overall the company values look great on paper but the reality is completely different and very disappointing

terrible pay, no bonus this year due to poor business performance. Very hard to progress

Honestly i cannot think of any cons to working for ASOS that i have had even under the most stressful of times such as the site being down everything is handled amazingly and there is no real blame just learning experiences.

Bullied by management, micro aggression that is overlooked, mental illness is not taken seriously at ASOS, made to feel dump when I asked a question. Management was not really encouraging, always found something wrong with what I was doing. I was dismissed in the worst way, management were aware of my mental health but did not consider the impact their actions had in the way they dismissed me.

Never had the chance to develop into the role, management did not believe in my ability. Everything is a Con! I don't even know where to start.

No chance for career growth, especially for non english speakers. You are treated like a kid.

There are so many problems within each market and the management just pretend everything is ok, they don't work to help costumers but just to look good to the CEO eyes.

Over hiring: there are many many teams that do NOTHING all day or all night long, but they keep hiring people from outside so the good employees only have to leave. I will never understand why they do this. hiring of mediocre people while they should only keep the good ones.

They also keep creating new teams that absolutely make no sense.

Micromanagement: Team leaders need to act like kindergarten teachers because their workload is ridiculously low so they just wonder around telling everyone off if they look at their phone or if they speak in another language, they really do not know how to keep busy.

Low salaries (however there are many perks such as discount)

The environment in the IT department seems to be that anything goes with regards to how things get done - resources poached from other teams to help get things done, last minute releases/fixes etc

I don't have any personally

Poor management in the Directors, too many middle management roles, lack of leadership and clear objectives.

Too much process

Some bad, inexperienced engineers

catty, negative towards assistant levels, a lot of overtime, lazy assistant buyers

Salaries £20-30k lower Original ASOS culture is long gone and bad behaviour isn't dealt with

Lots of cruisers on high salaries contributing little

No cons for me was a very good experience

no cons loved ever minute of it

Some organisational complexity in achieving clear outcomes. Accountability was often unclear.

Technology & Product often worked against, instead of with each other.

Unclear team & departmental level objectives.

You only have a career when in the 'inner circle', I found them to be nasty towards some of my female colleagues in

Over time, they reduced the benefits, taking away things like office events, free fruit and bonuses. They would change processes at random, and you'd be informed on short notice. The atmosphere was very strict, and school-like, no autonomy or room to show initiative. A senior management (C Suite) for whom the bottom line is money, with little to no care for their staff. They made a lot of people redundant during the pandemic, right at the start of it, when everything was precarious. No job stability.

Terrible culture, terrible CISO and terrible pay. Ever since the CISO joined late in 2022, we've had plenty of resignations and no sign that it's getting better. Now one of the security teams are being made to go through a TUPE process, basically put together to avoid paying redundancies and to avoid responsibility. The company is broke and understandably people have been dropping like flies. If you want a stressful, low paying job, then apply to ASOS!

Un-motivating place to work. A lot of changes going back and forth.

Been on seemingly shaky ground in 2022 with the tumultuous economic climate and many leadership changes

This is a cliquish place and cliques are kings. From day one you will understand, if the clique accepts you, and then they will set the pace for you. You won't have much choice, you will eventually succumb to what the clique dictates. If the clique doesn't like you, the backstabbing will start almost immediately and it will be ferocious and merciless. You will find no friendly soul, no person to confess your thoughts, no friend. Everybody 100% will do their best to bring you down to your knees. If you don't leave by your own accord, they will eject you.

Massive workload, feels unmanageable at times

Difficult to progress

Competitive

Busy supervisors could/should be more present for their subordinates

Long hours

As any business growing very fast there are some challenges to deal with such as not very helpful processes or some legacy technologies to improve

Expectant parents and parents of young children are often forgotten about and not given the needed support There has been increased learning and development opportunities but there are no positions to be promoted in to Loyalty to the company is not recognised and your career development and salary will suffer if you do not leave

A high target of items to shoot each day.

a bit like a cog in a machine due to the workload.

Many middle managers just don't do much or have any impact.

C\*O to this day is the most boring person I've ever met. I avoided going to any of his meeting unless I want to sleep.

Expected to work very long hours.

My team wasn't very well managed and failing badly which resulted in a bad atmosphere and limited support

No Christmas parties or team parties. All must be self funded no pay rises basically impossible to progress

Not the best payer around

No clear direction from directors, senior leadership team constantly changing

Run by a bunch of 20 year olds , especially the recruitment team who decide if they like you or not within 5 minutes of seeing you without even having a conversation

No cons about working here.

Poor middle management

Inexperienced Team Leaders with poor micro-management skills

Promotions based on popularity contests

ed like children

No room for progression. Politics matters moreso than being good at your job. Higher ups don't know what they want, are obsessed with a slither of the department - to the detriment of the rest of the department. Bosses are hired on their ability to say the right things rather than their ability in general, leading to teams having to essentially manage themselves. Unrealistic targets and expectations. Work is underpaid and management take the view that you should be happy you have a job at all. Any attempts to achieve a work/life balance are noted as 'not caring about the job'. The general culture is a bullying, sniping atmosphere.

Too many manual processes, low salary for the amount of work, work role status is in limbo after CC redundancies

Career progression could be better.

no contact with management

boring

bad systems- send most of the day copying and pasting data

no involvement in HO meetings (old job would present atleast twice weekly)

dont attend trade meetings

manager is poor

- you like children.

Poor pay and slow progression

You start off temping through an agency which is just AWFUL. I was there for 2 weeks, was told on the last day in the afternoon not to come back for the third week as I was no longer needed but when more vacancies opened I was asked to go back for a different department

and unfortunately had an asthma attack when I was half way overcoming bad flu and ended up in A&E one morning, when I rang in explaining I was told not to go back!!! Extremely unfair and I have never heard of such an unfair dismissal in all my working life, even with my A&E documents they wouldn't give me a chance!  
Extremely stressful and work with a lot of product

Sometimes feel my team is understaffed

- Some incompetency in mid/senior management results in weak leadership and confusion. A lack of willingness to stand up and be counted on difficult decisions.

- The fashion side of the business often does not know what it wants, making it hard to know whether the work done will deliver any real value.

- Central teams who seem permanently unavailable, making necessary infrastructure changes near impossible, frequently blocking entire teams

- Somewhat chaotic and noisy environment at times

- Unprofessional/disrespectful behaviour in certain teams with management either participating or turning a blind eye.

- Significant unaddressed technical debt in some areas meant some teams were heavily coupled, causing significant pain in releasing.  
ed like a school kid by higher ups.

Poor organisation.

Poor Communication

well we're do I start.... I'm sorry but the heating does not work at all !!! so be sure to wear your own jackses !!! so don't get it twisted ASOS don't provide them !!! buy your own !!! your be lucky if there's water in the taps !!! I'm not been funny but as a manager I can't tell my team to go home every time after they been to the loo!!! My advice to anyone that would like to joint this experience of a wonder would be ... hell no!!!!  
Worked in retail - people are so mean

SO much stigma surrounding mental health - was honestly horrible

Canteen is really expensive

No help for any personal issues re mental health

Obsessed with return to the office and forcing a return for "buzz" Say to bring true self to work but senior management do not want opinions or value experience. Workload concerns across all areas.

Can't hold onto staff because expectations are so ridiculous, admin staff always overworked, overwhelmed and underpaid. No clear route to progression completely depends on whether your manager can be bothered to push you for it.

Pay on the lower side

Some of the meanest and old school managers you'll ever come across. No room for mistakes despite there being posters everywhere about it being "ok to be wrong". Don't even bother to talk to someone about it, nothing ever really comes / changes from that.

Rubbish management

You're treated like a child

Never an available manager when you need one

Managers don't seem to understand the job of standard advisors

- HUGE hierarchy from the managers

- Although the ASOS vision is to listen to ideas and take them on board (even if it's your first day), that's now always the case. Your ideas will not be listened to if you're a new starter at the bottom of the employee pyramid

- Unrealistic expectations

- Long wait time for an interview

- Too much politics

- Careful - some people might give you wrong information to make you look incompetent -

Although I think I was unlucky because my colleague probably felt threatened

if no work got sent home or not to come in and did not get paid for this if you had any holidays you had to use them to make your pay up

- management

- have to be a member of the 'old boys club' to get promoted

Bad yearly bonus scheme money spent on new offices

Used to be a good env to work but not anymore

It's a toxic env nowadays

If you decide to join avoid specific teams (do your study)

Management is horrible

The hierarchy to top lever management is bigger than the team you are working with

It's a ruthless corporation like any other

Management don't care about any of the staff

Everything focused over more profit and nothing else



Communication from top down is shockingly bad

One of the worst companies in pandemic

Stressful and very hectic at times

Team/Department Politics, Lack of knowledge sharing across domains

Clogged with rude, unprofessional lazy middle managers. A lot of hardworking talented people at the bottom who have no opportunity for progression. No pay rises for 2 years (unless you're management). All the company perks have either been removed or had restrictions placed on them. People crying at work everyday. Forced to work overtime unpaid regularly. is a health and safety nightmare, people severely injured at work, Asos weasel their way out of it being their fault. No one wants to be there.

Progression within department is next to impossible

Absolutely no progression when you start from the bottom, expect you to work flat out for nothing, rather take in people externally than progressing people who devote years to the company

patterns can be unrealistic for your body clock. If your a minute back from your lunch it's like you have committed a crime. You have to ask to go to the toilet which they monitor. No progression. Poor pay.

Pay was very low and they completely separate you from the head office in Camden. You can't progress and they make you feel like they don't really want you to be part of the company.

Poor Management and HR. Typical corporate injustice ie. disparities in pay within teams. No senior stakeholders who are women, POC or LGBTQIA

very fast paced environment which can be stressful

can be slow for progression

not hugely diverse in the management, this is improving but could be better

A lot of constant change

ASOS is currently going through a lot of change within management, it's strategy and the way it operates. The departure and handling of leaving has rocked the company and the current management lack charisma or real leadership qualities. People who have been there since the glory days are starting to leave and a new wave of talent has joined. Due to non-competitive salaries and high turnover of staff it seems like they're unable to retain staff. I experienced very little trust from management and lots of 'passing the blame' culture, with middle-management covering mistakes and changing strategies last minute. There are too many managers and 'Heads of'.

The tone of voice at ASOS also shifted from 'family like' to patronising and corporate and diversity and charity initiatives are done to get LinkedIn likes and press attention. It's all box-ticking. A lot of trust has been lost in the company since the handling of , acquisitions and harassment claims. 's statement of 'no boys club exists at ASOS' was laughable.

lacking in strong direction and leadership, unclear and conflicting goals, lots of ambiguity, too many cooks

\* Didn't have a good management who would work to bring the team together \* Didn't have a good/proper structure to welcome new starters \* My behaviour/actions were constantly reported to the management by junior members without highlighting the "good" parts \*

Didn't feel I was welcomed to the company or the team, and the company was trying to "find" reasons to terminate my contract  
"All animals are equal, but some are more equal than others."

When you first arrived at ASOS you were sold a dream - A laid-back, exciting workplace where you're treated according to the company's values, Authentic, Brave, Creative\* as an equal partner - an 'ASOS'er' but shortly after joining Customer Care in the last 3 years of its existence, you'll instead find yourself in a toxic environment where your opinions, creative ideas and your individual personality must be left at the door in order to meet the idea of what they want you to be.

If you are not with ASOS, you are against them. This created an Us vs. Them environment which made being a Team Leader far more stressful than it needed to be.

Seeing reviews on here from only a month ago with words like 'School' in them, is unacceptable as this had been a complaint since around 2016 - that Customer Care were treated like children in school, rather than responsible, trusted working adults.

Toxicity in a workplace is a challenge, but there were so many layers of management needlessly applied to every part of the operation, that it would take a genius to untangle.

Some ASOS'ers were equal, but others were far more equal than others, and rewarded for unwavering loyalty rather than skill, experience or ideas. Thankfully a lot of them have gone on to much better career opportunities elsewhere!

I would never go back. They were a perfect representation of everything wrong with UK corporate culture and I very much doubt they would have done enough to make a real difference.

Apply at your peril, and remember that no matter how many sample sales you go to, you're still just a resource to a corporate entity.  
Redundancies constantly, so not a reliable role

Lack of communication

All other events are cancelled, which includes:

Christmas parties, summer parties, Friday drinks and other engaging and fun activities

No free fruit

Poor communication between departments, you will never receive an answer for anything, new processes are sloppy and not well thought through.

No opportunity for progression or growth, due to recent company cutbacks.

All vacancies have been removed

No certainty about anything

Overconfident management, who are not even competent to do their job and just got the position, because they work in the company for a long time.

When I was working there we had strict line leaders and shift managers, with pretty unreasonable KPIs to achieve. Accidents and mishaps usually resulted in disciplinary action. The night shift (mine) was left to handle the leftover NDDs (next day deliveries) as well as our own shift load, so naturally with less people we were expected to actually do more, which was unfair.

Cross team communication could be better Senior leadership not in touch with the experience of less senior staff Pay not competitive

Lacks strategy & direction Poor communication from leadership Leadership change their mind constantly - no clear priorities Things change so much that it's impossible to plan or do anything long term

the workload and amount of responsibility is insane. No sense of care for employees and very unwilling to adapt to change

Having to deal with multiple customers complaining at the same time, a terrible attitude to helping people, would mean people getting angry with you all the time. The managers weren't available to help and you just feel like you're being a heartless robot because ASOS's policies to customer service are so outdated and aggressive. You go home feeling like you've been forced to be a bad person to customers all day.

I wouldn't recommend to anyone working here. The outlook is bleak, you have no support and as a result the turnover is so high.

I worked in a toxic department so am a bit bitter.

Not much to put here, possibly clearer career progression matrix/competences

Male dominated and it shows

No progression

Have to fight so hard for very small pay increases (1 year of FIGHTING for a grand payrise)

Not a pleasant working environment if you're ambitious and smart. There is too much emphasis on editorial and not enough on growing the brand properly. I don't have much confidence that the senior marketing team really know what they're doing and I'm not the only one who feels this way. Generally, it's political and gossipy here. I'm just getting my head down whilst I look for another job.

- Lack of work life balance - No clear career path or view on how to get promoted - A lot of office politics

management , wage , hours , facilities

8 emails per hour target isn't always achievable - you can get a disciplinary for repeatedly having a low email average over shifts.

Progression can get political; managers know who they want to help.

- not global thinking enough sometimes

- sometimes fun comes before business!

- workload is mad not giving you much time to think or be strategic on occasions

No BYOD policy.

Still some cumbersome systems and processes in place but getting better all the time.

It's in a listed building so the plumbing can be a bit flaky and getting a lift to the 6th floor can be a long business.

No bonus in the last 3 years Very slow progression No opportunity at lower levels Too many Senior Buyers

In technology, there is too much dependency on contractors & consultants.

Pay is awful considering how much the company makes. Not a realistic liveable wage at all.

The work although very routine can be really stressful at times so wasn't worth the wage, there's many other contact centres that offer similar work at a higher rate of pay.

Advisers are treated like children and there monitoring system gets very tiresome, everything you do is logged and help your one minute late from break/ lunch as this gets brought up and is the kind of stuff that will stop you getting a bonus. (Not that there was one anyway).

patterns can make it hard to plan for doing things outside work. The way the shift are set out (starting one week at 6.30am, then next week working till 8.30pm) will really screw with your sleeping patten so prepare to feel exhausted.

Booking Holiday (especially around summer and Christmas) was an absolute nightmare. Weekends become unavailable to book off months in advance so forget last minute holidays/ getaways or plans in general.

You'll be told that there's fantastic progression opportunity's, however many of the other 'specialist teams' don't actually pay anymore than being a core adviser. The teams that do pay more are still very poor compared to a lot of other companies.

Although the job role is described as 'Customer Care Adviser' you'll be expected to work duties for other teams with no extra pay, or even a say. Not even an email to notify you you'll be doing different work which can be very stressful.

General communication from management to advisors and other teams is pretty much non existent/ poor. Process changes within the office we're sometimes just heard from word of mouth with no explanation.

Many of the 'perks' of working for ASOS completely disappeared the longer I was there. The end of year bonus got scrapped, Friday drinks stopped, the free fruit was taken away. swaps we're no longer allowed and one of the shuttle bus routes stopped completely. It seemed the company was trying to save money by cutting benefits for the staff paid the least.

Parking at the office (especially on later shifts) was sometimes very hard. It seemed they had hired way more staff than the car park can facilitate. Cars we're routinely getting hit and scratched with no investigation.

The turnaround of staff at this contact centre is massive, people we're coming and going every week and with all the points I've stated above isn't a surprise at all. My final advise if your considering working at this contact centre - don't.

Poor retention of staff, senior management chaotic. Long hours, grown too quickly and lacks good working practices.

- don't care about personal situations or life at all

- no progression

Hostile environment to work in. Colleagues treating team members as competition and will throw each other under the bus if they make the slightest error. People are not managed professionally and are spoken down to/not interacted with at all. No space for errors/learning and management will use this tactically to slow down progression. Lots of young people means staff are treated like school children and they behave like it too with the constant cattiness and gossiping. No team player ethic in certain teams. The workload and stress is not worth the extremely low pay for this kind of role in this location (lots of muggings have also happened outside the building) SO NOT WORTH IT!

neck to progress further once at Snr Merch

- Poor internal communications - Asos is a place where management are terrible at cascading information that you need to know down the hierarchy. This could be staff moves , supplier /relations. This will make you feel not important.

- Poor systems - well at least in my role, you will have to do everything on massive excel sheets which are on the verge of crashing your computer down any moment. Asos needs some investment in retail systems

- regular emerging last minute deadlines that could easily be planned into the critical path - emails are frequently sent with deadlines due in shorter time than it takes on average to complete the task causing a frenzy which breaks down the document that needs to be filled in

- poor attitude to mental health - management haven't been trained adequately on dealing with employees whose mental health is worsening and the risk it poses to Asos. For example when a manager was told that someone on their team is suffering from poor mental health because of things going on Asos they privately berated them for not having what it takes to work at the company and excluded them for being up for any promotional opportunities.

You get some feedback when you did something wrong about the process.

Sometimes, it is kinda of tricky as the processes changes all long. They are attentive to employees feedback.

Long hours, not working from home and management

redundancy in the company, workload is high, slow progression and bad pay rise. Reduce workload and hire more people!

Not many cons to share

Some areas still need a bit of improvement - such as in the QA leadership and some areas of the PMO. However I believe these are being addressed

Pay could have been higher

None, it's a great place to work

- Gender pay gap

-Promotions structure is not clear at all, women especially don't get the same opportunities

Very strong underlying sexism culture

they have allowed harassment and bullying

Completely unsupportive and disgusting treatment if you suffer from mental health(they will likely reply to this with a whole copy and paste job about how they don't tolerate sexism and they support mental health, DON'T believe the hype) I am not the first and i won't be the last woman to leave because of it!Despite their shiny image and many benefits HR will always put senior management first and not take lower down employees opinions seriously. It's a very toxic work environment.

I strongly advise not to work in technology here or ASOS in general. I worked here for over 5 years and really gave it a chance but ASOS did not ever really change their ways. There are way more tech roles in London where you will be valued, respected and rewarded. Don't be fooled by the first 5 glass door reviews on here that are all positive most likely and written by ASOS HR, dig a little deeper and take on board the real honest reviews.

No bonus this year, very possible this will continue.

Many benefits being removed.

You are expected to work well beyond your contracted hours and made to feel bad if you leave work on time- I was asked on several occasions so come in on the weekend to work for no extra money/time in lieu!! It is extremely fast paced and as the company is 24/7, you are expected to work non-stop without any flexibility. The pay generally is also very poor considering the size of the company and competitors out there. Recruitment process was also poor- people got hired because of WHO they know, not how good or qualified they are. Senior leadership rolling back benefits, terrible pay (despite increased profits) & many senior team managers have no people leadership skills

Progression - there are 3 stages per role

- very poor work life balance, WFH not a thing

- progression is tough and there's a very much a favouritism culture

- lots of unnecessary admin

Secondary school environment, slow progression you have tiers in the job roles eg MA has 3 levels to pass to become an AM could take up to 6 years to progress to the level above. Pay is shocking you'll get better pay in a supermarket, no disrespect. It isn't what you think it will be I wish I listened to the reviews before I started. Expected to work long hours without recognition. ed like a child

Nothing other than workload can get a bit heavy at times, would enjoy a better work life balance

Prepared to be ignored if you're not part of the boys club

The Tech teams are run by a bunch of bullies, it's their way or no way, even if their way is the wrong way

Hard work and results are often over looked, and people are based on who they know

If you're a female in Tech don't expect to be paid anything near your (junior) co-workers like school children. Training inconsistent and processes absolutely horrendous for such a large company.

Takes years to be promoted. It's a very unfair, popularity game depending on who gets selected for promotion. It's a bit of a waiting list as there are so many people working there, they make it near enough impossible to move up.

Long hours, lots of admin work

Only a number of people can get top bonus not how good you are  
not enough upward mobility for workers

It's a safe place to work but not very much appreciated

Too many changes too often

Although they have some good ideas for their website and offer hundreds of products, undercover IT is a mess and at risk of falling apart. The culture is very immature and you are more likely to get on well if you stand outside the office smoking or go drinking lots. there is a real lack of structure and process which means they do things quickly but end up doing it twice or doing it wrong because there's a lack of clear strategic planning. the top guys are well thought of, the bottom rung work hard, but those in the middle - no one seems to know what they are doing. There's a big bullying culture here. And you need to be very thick skinned to survive. There's a very high turnover for a reason. people leave without even having jobs to go to, just to get out. ASOS wants to keep the young start up mentality, but they really could benefit from growing up a little.

Salary package was not competitive for me It was quite siloed and hard to coordinate cross-squad initiatives efficiently

Politics are brutal - you need to be in with the in crowd and drink with the right guys to get ahead. Aggressive approach from the top sadly filters down in many places.

Lack of product culture, slow pace, the roadmap is based on output rather than outcomes.

Very top down especially in tech. Salaries in line with fashion rather than tech. Organisation is task rather than product led, so prioritisation is a huge issue.

Low pay, no progression, Hard work

Unfortunately people take advantage and don't pull their weight

Over worked and under paid. Expected to work 12 hour days without recognition or reward.

I faced bullying from my manager, who made my life a misery by constantly putting me down and funneling her stress onto me and basically made my life hell. I reported her to HR but they didn't resolve anything. Basically.. if you get on with your manager and he/she gets on with their manager you will be fine. if not you will have a tough time.

business has grown faster than the leadership and infrastructure

I have nothing to fault about the role or the people.

Real challenges recruiting which makes it difficult as a hiring manager. Also the experience at asos varies drastically depending on which department an employee is part of. While this is natural at any workplace it would be good to address some of the fundamental differences



in terms of working culture, opportunities for development//progression and management approach to drive consistency.

Too far away warehouse

## Management

Too many people for one job, not much to do, poor mid management. Try to mould you into the same people. Say they're flexible working are not in practice

A lot of people on the floor

It feels like like im back in school sometimes and I'd rather get more money than have drinks at work etc. there's very often no communication or a lot of miscommunication between the senior management and advisors. There's no consistency in managing styles and there are a lot of people who should never be a part of the management.

Left on your own and hard to find help if needed

awful company with zero loyalty and no job security. Caused 100s of staff to become unemployed during covid pandemic as they outsourced all their work instead for cheaper labour

Given the size of the company, things sometimes can get a little messy or slow. But that is part of the game and the price to pay to work at such a big scale. Things are anyways improving as the company is putting effort at making things better.

very heavy workload, Low salaries, Lots of layers of management, Almost impossible to grow or change teams inside that company. Could very unfair at times. Very harsh negotiation techniques when it comes to the offered salary for the same team of 4 each one was on a different salary

Managers weren't great. They were extremely strict around late coming and micro managing.

Pressure of 3 live chat can be strong

Ongoing external opinion of the company can be difficult to ignore.

Outsourcing to poor external company caused more problems than it solved. Benefits increasingly reduced. by poor policies e.g. we would be punished if we attempted to refund a delivery charge (for a late delivery or in the case that an order wasn't delivered) unless the customer actively asked us to.

Good company i dont see any cons

Slow progression , long working hours

Heavy workload, sometimes impossible. Internal communication in some areas has completely disappeared leaving employees feeling in the dark, unsupported, wary of leadership. Atmosphere has become secretive and at times hostile. A series of poor decisions has eroded the great culture and atmosphere had been built. Huge turnover and loss of talent. Inconsistency between business areas.

Toxic, No room for progression, treated as a number, not respected, undervalued, overworked, cliché fashion environment

- Didn't fully take on employee's feedback

- Lack diversity on the board team

- Holds Q&A sessions but avoids burning questions

- Lack of progression

Unfortunately a few power hungry members of staff make it stressful to work there sometimes. Workload and changing deadlines make it tricky.

Extremely negative place to work in, feels like highschool

The company has grown rapidly over the last 10 years and some key systems have struggled to grow in tandem. These include development, recognition and overall engagement from staff. There is also a huge disconnect between senior management and staff, especially within CC.

- Still a corporate, things take time, lots of stakeholders

The salary would benefit from being higher.

Bad salary Work flexibility just for some areas, not so flexible in finance The company wants a big company results but acts like a startup in some areas High turnover of people

It's hard to move up the ladder. Compulsory 1 year needed in your role before you can move departments, even if you're skilled.

Fast pace and always lots to do!

Too many Heads of Dept and too many getting promoted for who they know not what they know. Feels like you need to be a member of the good old boys club to further your career.

Nothing alarming as i've only been working there half a year but it does seem to be a little siloed even within the marketing dept.

- Management treat you like a slave

- Team managers are entitled to talk bad to you and treat you bad

- They follow you when you go to the bathroom

- Management time you when you go to the bathroom

- Barista talk bad to everybody

Need to listen to the people in mid level positions more before making decisions which impact their job on the software they use. Also need to remember what people are inspired by, using all money for certain events where we're unsure of the purpose instead of salaries doesn't feel right.

Stressful

Workload

Wage lower than work put in

Exceptionally poor leadership in the board room. It would not be unfair to describe the execs as a team of lost wandering souls who are directionless, out of touch with their employees, business and customers, and with no proper strategy for how they're going to turn the business around. They are clutching at straws and their only saviour are their employees who they're choosing to ignore. The execs are only interested in their own egos, the size of their pay packet, and one-upmanship over each other.

- Everyone at this level feels like they're overworked.

- Extremely slow progression

Toxic culture, Highly competitive, saps collaborative work and creativity within the company.

Highly monotonous work

Poor communication between team leaders and recruitment agency. Also, it's warehouse work so the job can be very repetitive and boring  
Could do with training the LOB managers to be more proactive as opposed to reactive! Poor knowledge management!  
Do not support mental health

HR do not support you

Some teams are very clique and use bully tactics

No one to speak to when in trouble

Do not train you properly if at trainee level

CTO has issues. Either your part of his inner circle or he has no time for you. He knows best. Breaks the rules according to what suits him ( some very unethical ones) .Everyone else seems scared to disagree. Lost a lot of good people and will keep losing at this rate. Very political environment and rather cut throat. To survive basically dont challenge and query. was there for a few months and was sent home because of lack of work at least 1 or twice a week was bad when you travel for over an hour to get there and only work 2-3 hours. Unfair dismissal, attacked by a worker and I defended myself by pushing him away. I was sacked for this.

bottlenecks at certain levels so no progression

Terrible management, lack of training for new starters, no concern for health or mental health. Terrible handling of

- little career progress

- I joined the company at the wrong time when they had to made a lot of people redundant in my department

Procedures are always changing and contradicting. The company wants blood out of you. The company is very dodgy and tries to cover its tracks very strategically. Racism still exists in this company if I could rate no stars I would.

chaotic, shambles, poor management, favouritism, own goals, management by fear, lack of trust

some silly behaviors - immaturity at management level but think they need some training in how to deal with certain situations.

and his cronies think they are still in their 20's when they are now just dirty old men. They constantly flirt with all the B&M team and you only get on if you flirt back.

The values that ASOS shout about in their social feeds is not what it seems. The culture I was sold and the culture I entered are worlds apart, I'd even describe elements of the culture as toxic.

There's a 1990s way of working, command and control at its very worse. In technology the CTO drives panic not direction and this is echoed by the directors and heads of tech. There is a culture of blame driven by the tech leadership team.

There are no real career paths or succession plans attached to roles, therefore planning next steps would be difficult.

All in all I would advise anyone wanting a career in tech to avoid ASOS.  
Salaries are low, bonuses even lower and most of the time not existent.  
No progression. Need to be popular have things. High turn over  
The pay is poor Progression is impossible  
need to be very fit lots stairs  
Company is very reactive to sales and wider economy, can be very up and down.  
Nothing to mention at all. Great place  
No progression in company in this role- barriers of entry to get into commercial finance only  
certain people get special treatment  
Can be stressful

Very fast paced

Most of the time there can be short deadlines  
The team I worked in was gossipy and really negative. led by really immature senior management. You are allowed very little autonomy and responsibility.  
Top down leadership, poor communication from leadership . ly changing strategy  
- Sometimes the work can be a bit of a drag

- Project work always feels a little rushed just to get results

- Too many layers of management

As a relatively young company it lacks the structure of other organisations, but makes up for it through atmosphere and working environment.

Timed toilet breaks

Low pay

Long hours

Low hourly rate, unsociable hours

Quick to ideation, slower to deliver. Has become corporate as it has grown up over the last decade.

Democracy is a plus and drawback as there can be a lot of meetings and little achieved.

If this were a smaller company I don't think it could sustain the meetings and design by committee approach. This has gotten worse in the last decade.

Recent restructure is, in the short term at least, very inefficient and came just before the most demanding part of the financial year (Black Friday Weekend)

Nothing - not that I can think of anything!

- Bad leadership, very top down decisions

- Central teams dictate how the platforms should work

- Waterfall driven by big programs

- Architecture decides everything before engaging the development teams, which at this point is too late to change

It's a typical big corporation in many ways- high turnover of staff and the training you receive upon starting is terrible.

Not a lot of communication with the contact centre managers.

We have an unhelpful team who are in the main ineffective leaders at a time when the business needs strong leadership the most. They do not have the right experience, a proper strategy or indeed, any clue on what ASOS needs to do as priority in the face of increased competition and declining growth. They consistently make the wrong decisions and are not listening to their senior teams who know better. As a consequence, they are rapidly losing credibility (some would say they have already lost it) and the respect of their teams. Management felt distant and cliquey

I don't want to be part of the fast fashion business model that based on news and research is causing a lot of issues for the poor around the world and our planet

No career progression to manager role.

are not always welcome, and when they are with data and analysis, not taken in consideration.

No flexibility with shifts

Canteen with not very healthy food

really hard to progress, if not near impossible

- Pay is clearly around 5k below where it needs to be for senior finance analysts (vs market) -

Workload means hours can be long - Depending on area, very little support from manager

There was a bully mentality, progression was not an option in the HR department unless you conformed. Opinions or hard work was not valued or recognised. In turn led to a lack of support or care for HR employees mental health mainly caused by a toxic work environment.

No clear career progression, information not shared

Lack of diversity in management.

Gender pay gap.

Shareholders are more important than employees.

lack of real innovation, mismanagement of resources (financial, people), short sighted as to the industry future, focused on short term sales, general fear of doing new things, london-centric mentality,

Too much stress for such little pay. No recognition for all your work. Everything went to the managers favourite member of staff. Not enough support from management and HR. Had to leave due to being too ill from stress with no help or contact from HR even though they said they would. Rude and arrogant management - They knew they were higher than you.... Very catty!!! I expected this as its fashion but not to that extent. like I was back at school. No exit interview to ask how they could improve.. shows they didn't care how and why I left. All talk and no actions. Extremely over worked. From the outside ASOS seems an amazing company as everyone only posts the fun/ exciting things about ASOS but its not true.

The workload can be very stressful

- Progression is slow and seems to only be driven by ambitious employees. Managers don't suggest progression even when it's well deserved. Feels like there's a preference for hiring externally to fill senior roles which is disheartening to longer-term employees

- Salary is not very competitive and isn't adjusted annually

- Bonus pay out not guaranteed

- Work can get repetitive

- Some managers are better than others

- Method of measuring employee performance has changed lots so is unclear

- Work life balance is poor at times due to retail environment (e.g. peak trading)

- Remote/WFH policy is 'more in than out' which is contributing to people leaving

Tedious, pointless, soul destroying and extremely repetitive work

long hours (nights), annoying investigations for any little mistake, not much food options on site or around, irregular work pattern - 4 nights on, 4 off

Challenges with some senior management, and a bit of a blame culture, which makes it difficult for individuals to thrive

Management is terrible. Feels like all eyes are on you at all times, does not care about customer reps at all, feels like you're at school with management interact with the advisers. Moves between teams instead of promotions

Pay is really poor and "ASOS do not adjust pay for inflation" despite soaring sales and rising cost of living

If you get a promotion, you do not get a pay review and promotion between buying levels is under 1k

Office location is in a random place and is not easy to get to if you don't own a car.

Management not great, unless you're part of their clique. Toxic and stressful. Previous GC better than current. Lip service to diversity and inclusion.

Salary, especially at entry levels

progression has slowed down a lot recently  
not a bad thing- but it is very fast paced and systems and processes can change quickly, you need to be adaptable to change  
No real focus on diversity and inclusion internally

Can be very disorganised  
- becomes more and more corporate

- new management coming in is attempting to turn it into M&S

- no chance for internal career progression  
Crappy offices, doesn't treat their employees like most tech companies do. Benefits system is a bit of a joke with a once-a-year window in which you can apply for benefits.  
old school leadership approach of I say you do. Unkind behaviours at leadership level.  
Very high workload

Hard to advance  
Lack of vision and leadership

management wants to maintain their status quo even though they don't have any sort of skills for the job

Many bullying episodes (Studios), HR never changed anything.... (but hey they work for the company not for its employees)

CEO was forced to hire a CFO to rescue the ship...

Redundancies was terrible, although the management restructure wasn't possible cause pretty much all the managers were pregnant... so they made redundant others that they didn't deserved it.

Blame and toxic culture, egomaniacs and corporate psychopaths are the main traits of middle/upper management.

Unreasonable expectation

They claim to be ABC (authentic, brave and creative) but actually they are: Absurd, and Confused  
no personal life, extremely stressful, limited work life balance  
Not much support when I encountered difficulties in my personal life  
agency

Hard work especially stock control

Be aware of the women with ginger hair in pod 3 : NIGHTMARE

Hard to get recognition unless you know the right people - political hirings ruin the atmosphere and cause people to leave. By losing benefits due to senior management's mistakes; no bonus even when you do your job because they didn't.

Once you've 'learned the ropes' the work isn't challenging, most of the hard problems have already been solved and much of the work is boiler plate rinse and repeat. If you're looking for pure software development then you may be disappointed, the software engineer role is more DevOps so much of the job is scripting and managing configuration where much of the job is spent in a web browser battling the tooling (although there are initiatives to solve this long term).

Not all the work is greenfield, much of the system is still in 'legacy' and thus you'll be dealing with horrible big balls of mud, but this is part and parcel of most companies. They are very slowly trying to migrate to cloud based solutions but this process will take several years.

Overcrowded workplace where often some people are bringing their personal feelings and willing to deal with arguments from outside inside of a workplace.

HR are mostly unresponsive about important issues, hours can get ridiculous, in 2013 we were working 10 hours every flex day for 3 months, wage is low compared to the amount of hard work you have to put in to keep your job....bonus incentives are only for pick/pack/sort despite them not being the most difficult roles. Not enough training programs to help step up to a higher job from low-end despatch, health and safety is often overlooked.

- Progression is awful - If you're liked you'll go far - Senior management are distant

You need to be the management favourite

lack of career progression, management go on holiday when you're a new starter leaving you to manage a department on your own, you work long hours with no appreciation

Discrimination towards language teams

Very difficult progression specially if you aren't English

Management lies and unqualified

Salary is basic and salary reviews very little

They hire teens with no work experience or work ethics

Redundancies are often

by tracking your productivity by the hour, dealing with three customers at the same time, during quiet periods expected to do repetitive training or shop on ASOS, very easy to get put on a PIP, high turn over, school atmosphere

are different each week, targets to hit or you are out, watch your every move. No room to progress. A lot of redundancy issues.

Feedback not accurate

Consistently criticised and not praised for what is done right



Just a head's up, they will say "can we have a chat?" Take you off the floor for a couple minutes in front of everyone then tell you you're fired and have someone collect your things and literally show you the door. Happend to 20 people in the same day from different teams. The job is not secure considering most people who were being "let go" were only there for 1 or 2 months. Even being 1 minute late 3 times can cause you to be fired. You've been warned.

Lots of legacy systems, but that could also be a unique challenge for some.

The company is currently going through a lot of change which can be disorienting. tied very closely to MS stack.

not much growth for architect

overlapping roles and responsibilities causes friction between engineers and architects. Work environment can sometimes be hostile and tense, friends move up to higher places than hard workers and HR and management can see the inner politics and don't really care enough to fix it. Some people are given better treatment than others based on who you are friends with. Many people have left recently after being driven out by these tense and stressful working environments.

Its a shambles in there, from the outside the ASOS looks like a cool and forward thinking fashion brand but on the inside its pure panic. Employees are leaving or being made redundant left, right and centre and leaving huge knowledge gaps the company is struggling to overcome. When I started at ASOS it seemed the culture was very centred on inclusivity and the people, however, this has not been my experience. The promoted a women in tech mentorship which I enquired and I was ignored, they promoted work based apprenticeships which also never happened following many enquiries. Theres no planning or process, everything is last minute and completely unorganised, the company is imploding and the CEO comes completely oblivious.

Progression is really slow and company feels like it cares more about money than its employees. Salary is also not good and increases very minimally with every step.

Takes forever to progress, workload can be really intense, low pay

Very slow progression

Lots of governance and 'red tape' to get around in order to change anything

Pay needs to be reviewed as is definitely below market average and outdated

Quite 'top heavy' on the management side, some people are managers when they really shouldn't be.

Senior management need to be more transparent when it comes to company updates or 'organisational changes'

Bad staff retention, no real incentive for long serving employees

Shambolic. Too many yes people and a lot of overly aggressive behaviour from senior management. is a problem.

Inexperienced management, office politics, long serving employees cruising and not adding any value

Never enough staff. Worked late every day with no over time/TIL. Not effective in protecting mental health of staff. Nepotistic structure.

Some areas with new staff are still a bit green and processes still need maturing.

management , building , lowering the discount , making people redundant

People with a bit of power are arrogant, from other departments as well, there are no team work at all and no chances to progress if you're a foreigner.

Poor management who are completely detached from the processes involved in entry level roles, lack of support for new employees, difficult to progress (very rigid promotion structure where you have to be in specific roles for a certain amount of time before being 'allowed' to be put forward for promotions), don't often have enough time in the day to make use of any of the perks, lots of staff are extremely unhappy and the retention rate within teams is low.

No clear route to progression

Low salary

Management is very poor, doing everything by the book. You are always being watched, being told off even if you spend one minute extra on your toilet break. No room for promotion.

Boring as hell. Very repetitive. Some KPI unrealistic

Salary and progression opportunities not great in some teams

- unprofessional, racist management

- lack of structure and policies

- no clear guidance on progression

- not customer oriented

- cool kids club

- lies used to lure people into the business

- minimal sick days

- horrible pay

- terrible connection to leavesden

- lots of pressure on advisors and staff

- overcrowded building

- terrible canteen food

- drug culture

- uneducated managers and no support

- a joke of HR (people team) their HR advisors are not trained and everybody sat in their will give you a different advice, instead of speaking to each other and advising one or the same advice

- hypocritical behaviour e.g. asos advocates for gender equality, not racially motivated etc. but are the worst when it comes to racist jokes, sexist remarks and homophobia

The only con is the fact I had to leave due to moving away!

Pay is very low - especially for London Promotion periods twice a year Expect work higher than your level High turnover

Reaction and change - working in a fast paced and changing environment is to be expected in any growing company but ASOS tried too quickly to grow itself. A 'chuck money at problems' attitude.

No confidence when collaborating with other members of the team leader community due to lack of management by their manager or experience.

Nepotism is rife within customer care and most 'support' teams are made up of friends who've been given free reign to offer roles to those who have zero experience.

Development opportunities are more of a popularity contest than of deserved applications - which shows in the recent cull of people at management level. There has been a restructure due to business issues which has seen over a hundred people made redundant due to bad business decisions made the last few years.

No-one ever really seems to be pulling in the same direction - too many members of management have difference of knowledge but not in a positive way (this is down to too many senior management only having knowledge of ASOS as a business - which is an issue since the customer care department has grown).

Very specific, but the term 'perception is reality' being used by high level management as a way of judging people's ways of working or personalities within their roles. This is frightening considering the amount of people that work within customer care.

Rumours, bitchiness and college-like feel about the place is the absolute worst. It is like being back at school (that's just the management).

The current CEO.

Lack of progression opportunities - very little view on individual achievements, very fixed & slow progression timeline. Long hours / high workload due to so many organisational gaps. Well below average salary for all admin roles. Also morale is very low at the moment across the business. Understand the 'back-to-basics' objectives, but needs to be more done to boost morale / happiness around the office at this moment.

A lot of benefits have gone.

Our team has lost two thirds of the people but there's the same amount of work or more. No time to focus on personal growth or anything else because there's so much work.

Design leadership also gone so there's no direction or inspiration any more.

Has a lack of direction, the company has many good ideas but due to high turnover at the top the plan is constantly changing. This can be frustrating for those wanting to see projects through to the end. It also means that you will work long hours. Whilst there are some great people there is also a lot of politics at the top.

Managers definitely have their favourites, progression is very slow for everyone else. Data and numbers are prioritised over having a real passion for the job. The micromanagement needs to end; you're not trusted with your own workload, constantly being asked what you're doing & having to account for every 5mins leads to no motivation and zero initiative. Raising any issue whatsoever doesn't play well with senior management- basically, shut up and 'play the game' or you won't get anywhere.

Organisation changes and reorganisations happen too frequently.

Always too cold, shifts, management

- low salary for the workload

sometimes felt like it was a huge organisation perhaps bigger than i am used to, which is purely personal. obviously the company could afford you the same opportunities if it wasn't so large, not sure if it's a con as such - more that it said i had to fill this out

none that I can think of!

- Back when I worked there, management could be pretty inconsistent (perhaps because the CEO still had a wheeler-dealer mentality)

- Lots of middle-manager empire-building

- Notoriously bad at handling maternity leave: virtually no-one found their job intact on return

- No career opportunities at all: internal promotion about as rare as a 's dodo

Lacking ethnic diversity amongst leadership team (Heads of upwards)

Hierarchy too top heavy slowing down decision making

CEO being rescued by CFO after sinking the ship in recent years

Lower levels overworked and constantly having small rewards stripped away

Poor training for new starters

Due to a recent internal restructuring, many processes have been streamlined, a small number of people made redundant and some perks were removed. This has had a negative impact in the overall company mood.

Lots of change, turbulence in recent years, worries about being caught up

Unfriendly atmosphere when first started, no one talks to you until you have been there around 3 weeks which can be awkward.

Have to work extra hours in order to stay on top of work load.

Blame culture exists where no one really wants to help or take responsibility if anything goes wrong

Limited progression

Long hours

Non customer focused

Poor Management from above

Micro managing. Lack of respect. Higher ups do not listen to actual workers. Lack of trust.

Not peaceful. Do not take mental health seriously

Promised progression and promotion that never happened

Poor communication

Struggles to make simple decisions

Poor salary

Benefits being cut

School like environment

Terrible hours with very early starts and late finishes including weekends and bank holidays

No real chance of progression in the company, low salary for a large London based company, work is always over looked, no praise, people willing to throw you under the bus for their gain, a lot of 'backstabbing' - negative environment

1. Political IT managers interested in maintaining their empires

2. Good practice is encouraged but not enforced

3. Poor programme and project management that overrides all concerns on architecture

4. High turnover of new quality staff - they aren't able to effect any change because of point 1.

5. Dysfunctional structure that stops work getting done effectively

6. See the share price and it's still too high

Uninspiring and removed leadership.

Retail pay is atrocious, not competitive at all to my knowledge. Many people leave ASOS, go to Arcadia and come back on a higher pay grade and job title.

Office politics exist everywhere so that's negligible

Many levels to Promotions. Each is tiered:

Entry

Lvl 1/Established

Senior

To move up you must be assessed and or signed off. This happens every 6-12months in March & September. If you start in Feb, or Aug you have limited time to learn the role then prove your worth. So will need to work very hard to step up 2 roles.

Doing your job is not enough to be levelled up. You must be doing the role above to be signed off. You have no opp to show you can you must be already doing it.

Workload can be great.

This is my experience. If your pay is wrong there is little comeback. As regards flex hours you may be expected to begin shift two hours early at a moments notice and in spite of accumulating hours many employees' were asked to pay back hours! Ironically some were told to give back a week in overtime despite never being involved in any flex. When questioned HR would say they had access to information unavailable to Team Leaders rendering the Team Leader function a tad pointless. I feel HR didnt have control of the hours since being taken over twice.

Oh and the handscanners are faulty so even though you can arrive in the car park 15mins early, by the time you use the clock in system inside it can reset and then go past the time expected in by a few seconds. Then the company charge you 15mins of pay for lateness.

Targets are so high you can only achieve them by nearly breaking your neck, and if you have an accident you jeopardise employment. Good employees are treated like something on the bottom of your shoe, the lazy ones do well amazingly. Managers waltz around like the second coming but I had no respect for the ones on despatch pick or pack. A Team Leader on was the only one I respected but he's gone. Shame as now he has gone we have no one who takes us seriously, or treats us with dignity. Poor employer to work for.

Progression is extremely slow so you don't feel appreciated

Where do I start? BULLYING, this place is a playground for sociopathic morons who if they see you as a threat will 'investigate' you for stirring your coffee too

many times. They will dumb you down, you can't use 'big' words their banned because they don't understand them. They treat you like rats in cages; they have colour codes for your

productivity- it will start reasonable; 3 an hour and then it will get ridiculous; 10+ customers so that's live chats, emails, social the works you'll be expected to diagnose, read through the chain and notes in 2 minutes with a cherry on top, they also monitor your 'quality' so expect to complete the feats of a robot for 11000 a month after tax. They lure you in with a 700 pound bonus if you pass probation, but the jokes on you because you only get it 6 months after passing probation! This company will have you jumping through hoop after hoop and will exploit your desire to do well. You're under constant surveillance; expect a battleaxe to be walking around sniffing out for a DPA breach which is just being on your phone around the computers. Once you pass your probation though you can work from home? If they let you go you will be humiliated and escorted out of the building by security. Pretty much everything else, no focus, lack of input, VERY political Management - used to be great then was awful

to as if you're a child.

No job security towards the end  
out of hours with no management to support or push back - bank holidays, weekends, after work etc  
Long hours, slow progression, work weekends

management/ team leaders can be extremely patronising  
Environment is like being back at school

Most of the employees are very young and childish with no empathy for customers

Some management are very 'clicky' making hard to confide and trust them  
Management can get quite tight  
Culture and benefits are changing a lot, not for the good either! Cutting back is evident, which effects the employee experience. High staff turnover which can be off putting  
Lack of management internally

promised bonus and not received  
No real job security until you've reached the permanant position (after 3 months)  
As the company has grown so to has the red tape. A lot of process that gets in the way progress. Salaries and pay scales are a closely guarded secret  
Management becoming more like Arcadia, reducing benefits  
Influx of corporate dead-wood in top management is suffocating the company fast  
-Slow progression. - Flexability throughout the week of WFH very dependant on individual teams, although Mondays & Fridays are company wide WFH days. -Move you around to different depts a lot without a say. -Buyers/Merchandisers speak down to lower levels (of course this depends on the team).  
Culture, poor management, underlying internal politics, poor recruitment, poor policies  
People around the office are quite up themselves

No room for growth

Awful salary

Favoritism

Redundant

Micro managing

No future opportunities

Junior thinking, lack luster leadership, poorly organised.

It's a fast fashion company so you're not doing the environment a lot of good  
nights some workers seem to know how to cheat the system

lack of progression low Pay

Do your physical and mental well-being a favour and avoid ASOS like the plague.

As a company, they'll go to any length to protect their precious public reputation and to scaremonger their employees to avoid word being spread of the evil and vindictive work culture that goes on behind the scenes in their offices.

When you start your job with them, you'll be sold a dream of an employer that values their staff, drives personal development, as well offering great benefits e.g. staff discount, free onsite gym membership, monthly free alcoholic beverages on shift etc (which you'll end up relying on, to help you cope with their diabolical management), but it doesn't take long before the cracks begin to show in their cleverly executed facade.

You'll have their company values to be "Authentic, Brave and Creative" drilled into you from the get-go, yet you'll find yourself penalised and labeled as a troublemaker if they don't like what you have to say.

Progression and promotion opportunities aren't rewarded to the loyal and hardworking employees, instead, they're given to those individuals that spend all of their time gossiping with and sucking up to Team Leaders on company time, rather than doing the work they're being paid to do.

Passion and dedication to your role go unnoticed, but they'll be quick to reprimand you for getting up from your desk to grab a glass of water, being a few minutes late back from your break or lunch or forbid being off sick when you are unwell. This results in extremely high



staff turnover and leaves people feeling deflated and unworthy. The number of staff absences related to mental health issues triggered by the workplace is at an all-time high.

In July 2018, ASOS signed the Time to Change pledge, stating they are “committed to supporting those with mental health conditions without judgement” and yet on returning to work, you are asked patronising questions in a formal documented interview, designed to make you feel guilty and ashamed, such as “Do you understand the impact your absence had on the business?”, which sounds extremely judgement if you ask me.

If the management at ASOS had an ounce of compassion for their employees, they’d realise that they are not robots, so they shouldn’t be treated like one. It’s about time that they open their eyes and use their ears to start actually listening to the feedback of their staff and addressing the serious flaws within their working culture before it’s too late.

Managers don’t have a clue on what they’re doing. Lack of support Some managers have huge insecurity issues and like to project and feel you’re after their job. Not consistent with what they have to say. Pay was only increased because people found out that everyone’s pay was different; despite being in the same position etc

The unspoken rule is that all managers lead with fear, micromanagement is just normal & we’re expected to accept this and never complain. PX team are not there to look out for employees, they’re only there to help managers push people out once you’re no longer a ‘face that fits’. You will only succeed in this business if you’re happy to never challenge managers, share opinions or try and do anything that might make you stand out. Managers refuse to let staff do their job, and will only ever restrict your growth. If you do a great job you’ll either watch your manager take the limelight or watch your work be handed over to a ‘favourite’ so they can complete the project and communicate as if they’d did the hard work. The All In diversity campaign is an absolute farce! It’s not diverse, it’s just 1 poster boy put in the spotlight to make you believe it’s a diverse place to work where everyone is treated fairly, this is not the case. That poor person is under constant pressure to do more but even they haven’t had progression & pay increases to match the effort. Language used and cliques created make it clear creating a non toxic workplace is not the priority. Supporting our customer service teams I can also say that Customer care are overworked, underpaid and treated as if they’re the poor cousin. Developing is a no no unless you’ve played the game, and there’s no point in trying to sign up to the apprenticeships as you won’t be allowed any time to work on it. The ASOS on social media compared to what you experience in the office are two very different things. I breathed a sign of relief the day I got to finish working my notice.

Busy workload

Getting more corporate

Progression opportunities

Red tape, complex org structure and too many middle managers

Very Cliquey, Inconsistent standards across teams, Big company so your voice and opinions are non-existent

There is no support from management or hr. Employees from outside the company are ignored and criticised for not knowing the systems, yet almost no training is offered. There are a number of unsupportive managers. Employees, particularly senior employees disappear regularly, for "new opportunities". By disappear I mean they will be there on a Friday and fine on the following Monday. The merchandising processes are not yet equipped to deal with the expansion of the company. There are constant issues and mistakes to deal with and be blamed for daily. This means that the workload becomes overwhelming. I worked there for six months and saw someone cry every week. It is just not worth it.

- Due to growth office is split in two locations.

Working in a warehouse is fairly dull work.

Can sometimes feel like there is so much we want to do and talk about doing, yet don't physically have the time to do it because of how fast-paced the environment is. I guess that's just down to prioritising workload.

Company is going through a transitional period, a lot of change but hopefully for the better.

ASOS Values have slipped

On retail it really is just luck of the draw on what team you get put on which determines what kind of experience you will have and whether you will get promoted. Because it's so big, it's impossible for each team to provide the same atmosphere, culture and experience as the managers vary WILDLY and are not being reviewed on their behaviour. I moved teams three times within retail and each were like a COMPLETELY different job. One team I was bullied by my manger and another senior member of the team spoke to HR about it as they were concerned and nothing was done. On my other team my manager was an absolute dream and I loved it. I've seen more than 10 incidents of people speaking to HR about people on my dpt (the same two people) and all that happened was eventually the people that complained left and the people being complained about got promoted.

I really struggle to see what HR do and how effective they are at dealing with this sort of thing because it is happening a lot and it's such a shame because it's really letting down the rep of the company; the horrible people in management positions who seemed to have slipped through the net when it comes to kind and professional behaviour just because they are good at what they do. I feel as though ASOS cares about their staff but when it comes down to it, not as much as they care about their results.

Too many processes for info management, not enough staff which results in no time to properly train new employees. Open plan layout and building works is a noisy work environment.

Where do I even begin with this? We were overworked and underpaid, expected to work long hours (particularly on Monday when the systems would crash as you tried to do anything). If you left on time you'd be on the receiving end of tuts and snarky comments.

There was absolutely no chance for progression. I made it clear during my interview that was what I was looking for in this job and was promised the world but what I found instead was tasks being dropped on you from a higher level under the guise of progression, only to receive no assistance and when you (inevitably) fail you'd be blasted in front of the whole

team. You'd also be expected to cover colleagues work when on holiday which on its own is not a unfair request but on multiple occasions I had to pick up a colleagues task they had left for days only to be told off and when I couldn't cover my workload, their workload, helping to train a new person and the task they'd just left prior to their holiday - somehow myself not being able to cover this was my issue and not the issue of the person on holiday.

This brings us to the biggest issue I found at ASOS the workplace bullying. I loathe to call someone this but my manager was nothing more than a bully protected by the managers above them. Once they had decided they had it out for me my time was done and I was bullied to the point of a mental breakdown, and pulled into a meeting where I felt I had no choice to quit or be fired. In a last ditch attempt I went to HR only to have them feed back to my bully's manager who in turn pulled me to one side and brought up the comments I had made. So much for confidentiality. In the end I felt like I had to rescind my comments in my exit interview for fear of my reference being in danger.

Never been so happy to leave a job in my life.

If you are a beginner in Customer Care rules are very strict

- Staff turnaround for non senior levels is really high - Pay is pretty average but ask a high workload that isn't reflected in salary - Senior management don't do a lot about staff retention - HR when leaving ignore comments and feedback for exit survey - Barely any progression, sign offs to step up only happen every 6 months with an assessment test. Current sign offs have been postponed due to budgets so won't happen for another 7+ months - Lots of externally hiring rather than promoting within teams/companies

Didn't live it all the time

Long hours, work life balance, blame culture

- People talk behind your back

- No room for progression unless you are friends with a lot of the TL's

- No support

- TL's are under the age of like 21 and have no clue what they are doing

- The wrong people progress

Stagnant developers stick around. Good people move on

kpi is too high, no union on site, management don't care about you, threat you like a slave, it is too long the list, so if you can avoid this company, they don't care if you go or stay, you are only a number for them,

Worked late every day and expected to be on call for weekends and evenings Fire fighting every day as marketing plans constantly change - very chaotic

Experimentation has become too structure and it's hard to fail fast and gather learnings quickly. Also the salary offerings for intracompany promotions are on the hardly competitive and probably hurts employee retention.

Difficult to move up with so many people working there. Different standards held for different teams largely depending on leaders and managers

Management aren't transparent enough, they micro-manage and react too quickly to difficult situations

- Management - they had no idea what they were doing - it was a real mess and they didn't listen

- Career development - the performance review process is really bad and not based on merit. Also, you can expect to be boxed into a job and not being allowed to get involved in anything else at all

- Technology - messy, old, things barely work and frequently break

Its very fast paced which might not suit everyone.

Unfriendly colleagues - cliquy atmosphere

Disorganised chaos of clothing in the buying department - barely enough space to get desk

Managers are too wrapped up in themselves with no real idea of what is going on in their team

Too much politics and too much work shipped to offshore

New head of cyber security came in, suddenly everyone started to lose their jobs

More corporate feeling in recent times Checks on how employees are feeling feel like tick boxes Valuable long term staff are being lost

It terms of progression, it is a strange process. You have to interview for the next level and will be put against external applicants. These interviews also only happen twice a year so you could be waiting a while to even have the change to have an assessment day for a promotion. There also a bit of a sense of disorganisation in terms of systems.

- unless you live in watford, prepare for a pleasantries of commute

- repetitive

- The company is massively expanding so there are some building works going on at the moment

Very top down communication. No incentive or encouragement to pursue passion projects/change. Little emphasis on sustainability. Pay is okay but no room for negotiation.

- Politics at senior management level

- IT Changes are sometimes rushed through without proper testing

- Turnover in I.T., there are some really good people who left.

- Some teams/people can be quite clicky. team building activities could help with that.

poor senior management and the CEO has shown his diversity, equality and inclusion is all a smoke and mirrors act. He has repeatedly shown he doesn't care about his staff unless they're high up or stakeholders. Office is like a school playground and if you're not willing to brown nose or fall in line, you will be managed out

No real career progression and you sense the company prefers employees with no ambition so they don't complain about the poor pay and lack of opportunities.

Staff are treated much like children.

Management have their favourite choices of photographers

Freelance job days are not first come first serve but whoever they see fit

Poor communication

Will drop you without any explanation

Salaries are below market rate and we have had bonuses cancelled due to poor performance. Senior leadership are a bit out of touch. There is a general air of stress and pressure due to the recent financial situation.

Poor HR practices in places

Male dominated leadership

Hard to have your voice heard if you're going against the flow

Tendency to focus on replicating competition in times of stress

Bad management, lack of training, shifts always changing

Zero career progression

Pathetic pay rise

Low salaries for a company which makes millions

Poor management, the directors treated their interns, graduates and other contractors extremely unfairly thought the pandemic considering the company was performing well.

I was sacked for literally being 3 minutes late when another girl on my team (white) came in late 25 minutes and was regularly late. No one said a thing to her. Manager was obviously bias and much friendlier with the white people on the team. I had been performing very well in all other areas but being one of the only ones on the team who lived a little further away I had had a few lates ( ) which I was always happy to make up at the end of the day. were terrible, your social life is non-existent with the crazy shifts you're given and they still have the cheek to constantly ask you to do more overtime. I failed probation because of being 5 minutes late and even though the manager knew this she wouldn't tell me when I asked her at the beginning of my shift. I told her I felt sick and just wanted to know. She made me continue doing the work and said that there was nothing to worry about. My uncle had passed away the night before and by the time they finally arranged a probation review meeting to dismiss me and end my contract I was feeling very sick and I burst out into tears. They are honestly so harsh and they don't pay their employees much and try to make up for it in 'benefits'. Not acceptable.

No one really likes to help each other. Too many young kids thinking they are the bees knees. The IT team really couldn't get themselves sorted. Not really any processes in place and generally adverse to change considering it's had such growth.

No real direction or support from management.

Lower pay than some competitors.

Be prepared to work hard, not a negative, but important to be aware...We play hard too :)

Growth in headcount has forced the company to spread out across too many floors which creates a disconnect, although that is being addressed, it might've been foreseen so as to be avoided.

Bad management. Progression only based on relationships.

cookies are stale in the canteen

Terrible leadership who wear down the brightest and most ambitious people with narrow views, limited understanding and tedious process that adds nothing

you a little like school kids ie constant surveillance but for the sake of security I get it

Rapid change is great but it's hard for the resources and systems to keep ahead of what's needed

No room for progression, management in the production department are just scared of the production director so all decisions are made based on her mood. Also there are politics from working with all young girls

Progression is dependant entirely on your personal relationship with your team leader regardless of your personal qualities.

Great leadership from senior management is non-existent. Loads of people get hired in one area only for loads of people to be made redundant in other areas. No long term strategy in place. Benefits package keeps reducing over the years. Salary could be better.

Poor understanding of technical function and the technical director is very demotivating

The rest of the team leaders were undermining and abusive, when there was no list to pick they "made you run up and down 5 floors" instead of taking you to the pod when clearly there were none available on their screen. they never gave you any sort of job satisfaction, I have worked in similar workforces and this had to be the worst. "no talking" I suffered depression working here, walking around, in the dark, alone.

Unless you're a fashion influencer or a software developer, it's very hard to get another role outside Customer Care, as opportunities for lobbying/shadowing for other roles are very few. Also, there are no "bonus points" in the selection process for internal candidates.

Truly, cannot think of any

Not always room for career progression it can take a while to progress to next level. Flexi time isn't really flexi time as it has to be agreed in advance

No progression- freeze on all promotions for the past year Toxic teams Over worked and underpaid

really bad experience with management, someone under qualified was promoted to a team leader role and this subsequently forced most of the team members to hand in their notice due to the poor leadership and lack of care for other employees. the person in question who was promoted was the only male person within a team of about 8 and also was close friends from school with one the head of post production, who then interviewed him for the team leader role. they didn't seem to care when everyone started handing in their notice and felt deflated and demotivated to work since one of the worst members of the team was promoted .

-Systems could be more advanced for a company of this size

Many people who work here suffer a decline in their mental health. This is known and ignored by management. Long hours, pay just above minimum wage. This is the kind of workplace that makes you work the job that you're aspiring too for 18 months to 2 years before they take your applications seriously. If you do get a promotion you'll be working alongside external applicants who get paid more than you however have little to no

understanding of how to do the role meaning internal applicants get paid less to do more as they have to pick up the slack.

Low pay, lack of progression

people, inexperienced management. No clear progression plan, favouritism and lack of HR'S support when needed. ly understaffed people are stretched to their limits, long hours are a standard, especially on retail floor.

goes unnoticed as long as brings results

Pay is woefully bad. Massive turnover of staff as a result. Standard for the industry.

So many people work there that I didn't get a chance to work with the same people more than once

Everything / A culture of fear and entrapment. Lies are ok as long as it helps the company profits. / Riding a high horse when it comes to morality but are just as bad. Double negative reinforcement for errors. Lured me into the job on false pretenses. Dangled the carrot of job progression when this was really not anywhere on the cards anytime soon. This way they keep you enslaved. You are just a number. Expendable. The atmosphere is plastic and fake. A one size fits all approach. Ask a question and you will get a textbook answer (more like Blackstone law review type of answer/ not really fathomable for the normal advisor but this will then make you feel bad to have asked the question). They will make you feel like you know nothing. Wages are extremely low and another way to keep you in a cycle of entrapment. Profit before People is their motto.

Lack of mentoring

Temp get limited benefits

Management and the amount of pressure they put on you

Salary lower end of competitive

Lack of diversity at the top

and limited development and progression for any role

Increasingly corporate

Lack of diversity throughout and within board

Made to come into the office throughout COVID

So much work and not much appreciation

Make it as hard as possible for employees to progress and hire externally when they have plenty of capable staff already in their employ

Management not listening to staff

Management thinking they are better than staff and having "favourites"

Workload is overwhelming for how much you're getting paid.

I never openly talked about my religion but I am muslim with a black girlfriend. The culture in the ML team around ethnic minorities and muslims is disgusting. A very undiverse almost like an Oxford version of Google rejects.

Long hours with weekend working

no progression unless you know how to stroke egos

The team don't understand experimental research methods or machine learning outside of neural networks

extreme bias against working class, , and muslims.

Product owners don't know much about product ownership or management  
Your mental health will be destroyed in this toxic environment. You are just a number, you will be replaced in a heartbeat. You are not valued. All about money, no bonus but announce record breaking profits.

Stay away

Poor training sessions Understaffed Job insecurity

Where to begin. I think the inefficient systems, slow progression and long hours could be perfectly tolerable if the people weren't so terrible. I just think the place is so big it's hard to hire only kind, supportive, decent managers as the turnover is so high. Some of the most uncaring, meanest people I have ever worked with. You feel scared to ask a question because you will either get zero support or help / made to feel stupid. They throw you in at the deep end with no training and just expect you to use common sense / initiative to work things out and are then so unpleasant when you ask or get it wrong. The way the merchandisers and AMs speak to junior members of the team on a daily basis isn't just unprofessional it's belittling and berating and unkind.

no opportunities for progression within, lack of functions to manage team, lack of basic kpi's (removed and new ones not fully introduced at this stage: 6 months later), serious lack of support from senior management, no training / no development (1 year in role), no accountability on poor performance, false promise of salary reviews, ... , most recently removal of employee benefits

It's not for everyone. I wouldn't recommend working here if you're looking for a 9-5 and you're not truly passionate about your role or the company's mission. This is a not a company culture where you can 'phone it in'. You can have a work/life balance here, but it's easy to get swept up in everything that's happening.

work, which isn't great for personal life - 6am- 12pm

Hybrid working guidelines unclear, sometimes feel like you're "wrong" for working from home Salary is quite low, especially for London working No progression within company, only horizontal moves to get experience. Some people aren't 21 and actually want to stay in



a company for longer, HR seem to think that providing horizontal is progression - it's not when you've already spent your 20s grinding

Not many, maybe a bit slow when change is needed

There could be improvement in how deadlines and tasks are managed as this can sometimes be poorly delegated by the directors

- extremely poor salary

- slow progression

- disorganised training

- long hours

- managers are quite inexperienced and young

- cliquy and not very many social events to mingle and meet new people

Customers can only contact via online. Each time customers get in touch it will be with a new adviser even if the case is ongoing.

Poor pay

It's a very childish environment

Only certain races will get put through development

People always make you feel low

Organisational structure is confused but is likely to change

- This is a retailer, not a technology company. The majority of the business sees tech & product management as "IT".

- Product management largely sidelined due to organisational structure, separated accountability

- Fundamentally not a very evidence-based or data-driven business, but politically-driven; priorities usually set top-down by the "highest paid person's opinion"

- Don't seem to promote based on merit, but years experience/age & politics. Results in employees' focus not being on delivering value for the business, but what politics they need to navigate to get promoted. Very often leads to incompetent leadership who can "talk-the-talk", but could never "walk-the-walk"

- Very frustrating place to work - huge opportunities that no-one is working on.
- Massive (very waterfall) change programs have slowed almost all forms of iterative development or innovation down to a stop
- Bloated, with many employees doing very little of value.
- Company takes the approach of throwing people at problems, as opposed to (usually very simple) use of technology to solve them.  
Some staff very careless due to trying to hit high targets.  
based job no work-life balance

Redundancy process not ethical.

Many cost cuts that effect employees

Unrealistic understandings in TA function and the differences between tech hiring and finance, vs fashion. Not a one size fits all

Unfairly slow progression Lack of autonomy Pay is outdated compared to industry average and needs to be reviewed

You are but a statistic

Pay is a awful

My impression of this company is that it is full of jerks. They're above average in the narcissism department, but I don't think that explains it entirely. I read in another review about islamophobia. I was also shocked by attitudes towards muslims during my very brief time at ASOS. Attitudes from some quite well paid people. I complained about it to HR. They told me I was lying. When I proved I wasn't they said they didn't care. It felt at times like working for an organised crime ring. I've worked for a lot of companies. I found this place horrid. And depressing. I don't think I've ever found going into work so depressing in my life.  
Nepotism

C suite arrogance

Lack of innovation

- There's not enough space - desks are small and meeting rooms are always booked out

- Things change...A LOT. I wouldn't recommend ASOS to someone who is not flexible or someone who doesn't like change

- It can get very intense, it's busy all the time but mainly because people are really passionate about what they do  
It can be very fast paced at times and some struggle to keep up! It is really busy which isn't for all, but I enjoy the constant buzz around the office!  
No Bonus was given because of the crisis which led a lot of companies to problems. I am positive next year things will be much better though.  
The salary could be higher  
Redundancies happening everywhere - at a moments notice. Interview process was slow.  
The hours you have to put in are long, a healthy worklife balance isn't always possible.  
- little to no career progression possible

- big corporate now, you sometimes just feel like a number  
No progress, No progress, No progress, No progress, No progress,  
We are changing and adapting to new ways of working but learning fast  
Inconsistent management, cliquey and often juvenile peers, lack of structure, and the HR team make far too many mistakes without ever fully resolving. work, with a strong emphasis on conflicting early/late patterns.  
The most shambolic place I have ever worked. No processes, no direction, constantly changing priorities.... And starts from the exec team downwards. Be prepared to be overworked & under appreciated if you work here.  
I took this role having had already 4+ years experience in ecommerce. I thought it would be high level and complex but it is in my opinion an entry level role, I didn't learn anything that I didn't already know and I didn't feel challenged in this role.  
Favouritism amongst staff, more about who you know than what you know. Lack of support from senior management. Don't value experience or hard work Difficult to develop within the company  
Progression is a total numbers game and is incredibly difficult - is absolutely not based on merit and is based on your managers relationship with the HOM & the budget.

It took me over 6 months of working 8am - 8pm to even get the idea suggested to my manager and then when I got the pay rise it was an absolutely pathetic amount - very soul destroying after putting in all that work - also knew it would be a minimum of 18 months before another promotion would be considered

All of the 'fun' things have been taken away the only perk is 40% off  
ASOS have policies put in place for a reason, like most work places. There have been a few reviews about productivity/quality and what people are expected to do... ASOS expect you to try your best. Some people cant and won't understand the policies but if you have a good work ethic then you would have no problem with this as you would be doing the right thing and following the guidelines.  
Not a single thing !! - I honestly cant think of anything  
1. No more good parties  
Very hard work, can be stressful. very fast paced.  
they fib a bit about the future  
- no respect for progression - roles not matching title/salary - disorganisation sometimes of full circle

\* Still some room for improvement re: remote workers, they don't seem entirely committed  
\* Vulnerable to market forces, having recent lay-offs and cut-cuts following record profits.  
Very reactive. \* Lots of lip service and very senior management failing to commit to real change

Lack of direction, irresponsible management

Majority of staff in senior/ management roles have fast tracked their way to roles they have no experience in. majority of staff it has been their first jobs so they lack managerial experience, and have created a bullying culture, to anyone that has experience and is new to the company.

Unfortunately they do not live by their ethos, and struggle to figure out what customer they are targeting. They jump on the bandwagon but internally they do not fully understand or wish to learn the importance of culture, history because the majority of departments do not get out and research.

Slow Progression, but you do get there eventually

The pay can be quite low

Management, feels like school and lack of progression

Progression

salary increases

Diversity needs to improve

Too many meetings

Too many emails

Feel like your in prison. With the strictness on being late after lunch or break by even 1 minute.

Such a high turnover on all levels right to the top. That the management style , rules and office culture was always turbulent.

At time it was like a high school.

A lot of micromanagement that is very unnecessary. Proper 9 to 5:30 clock in and out that feels very outdated.

- Growing pains

- Promotion and growth opportunities limited

- ly changing strategies in Tech and poor connection between Tech Leadership Team and rest of Tech team

For most of my time at ASOS I had poor management. In one particular case I had a terrible manager. I was never under performing, I left on good terms, just never felt supported in my role

Org change comes too frequently

Sometimes lack of focus and lack of ability to say No results in too many High Priorities  
The work was very repetitive and the days sometimes blended into each other  
discount cut

redundancies

no more staff appreciation days

no job security

Senior management make frequent bad decisions

Culture of long working hours, little support for flexible working within retail

0 transparency toward the staff

Bad management

Un appreciative of staff

Company in crisis

Salary is not competitive

Very limited opportunities for progression

can be all consuming...manage your time well and you will get the rewards

I worked in the Customer Care team in London which was consisting out of 12-15 people from 5 different countries. We were the special advisors. My country team consisted of 3 people. One colleague was always listened to but us other 2 we were treated very special-. Throughout the whole team information was given only to the people who were good with the manager. we had 2 swaps within one year- the first leader really convinced me to speak about if i would have a problem with my colleague. i said no cause I think these things need to resolve themselves -but he asked me in every one to one about it so that i thought he is interested and then I said what i do not like. Then the whole thing started. it broke up our team- instead of resolving it was always belived this one apparently only one knowledgeable member of the team and I feel betrayed for having said anything. Kept quiet went on working, Teamleader swap - became worse- the whole situation evolved again and that special person in our team got attention and everything and even in meetings with i higher perosn from the department the problem was not solved! It intoxicated my whole last months at ASOS becuae u felt like 2nd class people. Also in my reviews silly excuses were found that I do not reach the WELL DONE you need in order to be acknowledged or move to a different department whcih was my goal. I was not well done because I did a gap between a hiven and a capital letter and stuff like like this . I was always punctual or even over punctual at ASOS but even that meant nothing. The special person could be late 4 times a week ( yes we started counting and noted stuff) and they had always more cigarette breaks than others. Even behaving acc to the rules the next comment in my review was: You are better but still not welll done. No comment why on how instead poking on being sick one day! Was really not fair- felt useless with my colleague after a while and why they need us if the other person is so GREAT! This person btw was reluctant to show us stuff and always with a sigh and when I complained about it.they made a fuss ! Sorry for all these comments

but I had a hell of 8 months there ( 3 were ok) and I seeked help but there was no support.  
and I want to make clear that this happened for Customer Care Specialists only! I love ASOS  
and what they offer to their employees really- by far the best I have seen. I left with a  
helpless sad and positive eye! I did not really want to leave but I needed to get out it  
affected my personal life and confidence.

Terrible management

Data manual working when try to improve told not too!

Disciplinary culture

Working weekends and until midnight

Mental health impacted

Managers don't care

- Not as agile as it could be, although continuously improving on that front.

- Teams still lack autonomy.

Senior management was a real challenge to engage with. They need to do more to integrate sustainability into their core business model.

Career progression is poor, higher up positions seem to get the most praise and rewards.

It's a busy warehouse, hard work

Pay could be slightly better.

- benefits slowly diminishing

- no bonus in all my years there

- discount reduced

- lack of progression/ development

- lack of movement within company

There is ZERO accountability for line managers

Not encouraged to move sideways into different departments

Transformation programs very messy

Open plan offices are too noisy.

Below market pay (but we do get this made up with in-office benefits)

Lack of diversity in higher management, low retention, young staff with this often being first job so not much care in what they're doing

Slightly disconnected but most places are now

I dont really have any cons to be honest

no progression, no support from senior staff

Short breaks, lack of communication from SM

GLC is still running, and it's kleptocracy, management make their own promo codes and senior management rob the company. Old CCM signed a nda after paying his own private company hundreds of thousands. The company is messed up to its core. The Watford office smelt of drugs and GLC you find powder in the toilets. This is all actually true. You could make a movie from ASOS. DO NO WORK FOR THIS COMPANY

The company has outgrown its 'startup' culture that it tried to maintain 3-4 years ago. You no longer feel like part of a small team with a global presence but now feel lost amongst a messy org chart of stakeholders who have no connection to the actual day to day work that is being done.

It is very hard to move up in your career in ASOS. When someone leaves, you are very unlikely to be promoted to a worthwhile role and instead they will hire externally.

- Salaries aren't great
- Big pushes to improve systems don't address underlying problems
- Mostly a chaotic ride
- Massive turnover of the best people
- Layers and layers of tech debt (bad SQL, bad VB, countless architecture re-starts).
- Outside management mean that senior members of staff often don't know how to do day-to-day processes.
- No discount on full priced items

The company can be really fast paced which means you sometimes have to work overtime. No progression at senior AB level, get ready to wait in line

Succession process is outdated, need to recognise an underlying issue of losing talent due to an outdated assessment process.

High expectation to be doing a job outside of your pay grade

No true CEO, feels as if no one is leading the company at the moment.

Lack of a humanistic approach in management and senior leaders.

Lack of action on huge issue with staff retention

The con is that you have to work under pressure for very little money. If you're a 20-something and not paying rent, bills etc, cos you live at home, then it probably seems good money. However, if you have a home, children, and want to live a decent life, then it's not going to cover that, sorry to say.

All the amazing people are leaving

Perks are being taken away

Poor management

Low morale at the moment

It was a very Toxic culture

- Rapidly expanding company so culture shift is happening, but that means more responsibility on people to self manage themselves and their careers (so not really a con but still watch out)

- Not much governance and processes in place so larger projects tend to be frustrating to work on

At the moment there is quite a bit of building works on the office to cater for the expanding workforce, so it maybe noisy at times.

Project delivery more than agile mindset, says one thing about leadership being important but when it comes to it, it's just about deadlines and delivery, some office politics still exist. Middle management politics! Too many contractors in IT for a very long time.

Too many people trying to protect their own programs instead of looking at the bigger picture.

PMO could be utilise a lot more. Less politics and more direction leaders is needed.

It's chaotic and not in a good 'fast paced' way. It is just hugely frustrating on a daily basis.

Senior Management don't deal with poor Line Managers either.

Too many people involved in a sign off process.

Very hard to progress up through the company - there's no support from HR to do this either - so the only way to do this is leave.

For some departments, it's all about politics and egos.

The environment is very fast paced and can be hard getting started

The hours

Uncertainty

Room for progression

So much is going on it's a struggle for team and programmes to keep track and on top of things.



Changing direction quickly and context switching is hard.

IT is seen as a burden on the business.

Hard to discuss payraises and promotions

Awful managers and mid level roles, no training provided and no oversight of how they treat junior - mid level employees

Difficult review process with negative peer reviews and no way to filter that

HR teams didn't help to escalate issues and did not listen

No autonomy or trust to do the role

Not as "Agile" as it once was, but this may be isolated

An entire management layer was removed mid-pandemic, this has left gaps where these people were effective

Much more needed around flexibility - so behind the times

The Customer Care Graduate Scheme did not guarantee a job upon completion. The majority of grads ended up leaving as a result

Pay is awful and progression is slow

Working hours

Pressure for leaving your desk to go to the toilet

Weird manager meetings when you've had one day off you're interviewed on why you were off and if you were ill they'd ask how u can avoid that in the future

No moving up within the company

Salary is not the greatest, on floor management tend to be less helpful

Not that I can think of!

Questionable appointments to team leader roles, to say the least. This side of the company was expanding fast, so I can appreciate the need to fill the roles quickly, but it really was a case of whoever applied for such a role were either given it or asked to fill the role in probation form. It's great that they tried to promote from within, but some of the people were just not suitable for managerial type roles. It's as simple as that. Also towards the end of my time, they began to start taking privileges away from staff, in the name of efficiency.

Not the way to motivate your staff or get them on side.

Slow progress within the company. No real management support.

Bad communication, lack of career progression paths

The lack of management direction has staff frightened. Genuinely dread coming into work every day because of the blame game. Everyone is just out to cover their back and hope the finger gets pointed at someone else. Your manager doesn't have your back because they're too busy defending themselves to their boss then the problems flow downwards.

-low pay for the amount of work you receive when sme get paid more for the same jobs you do

The pay feels low with the work expected. They are not very flexible with your time and you have to work shifts including weekends.

No time to drink the free tea, coffee or water. Highly toxic work environment. Not valued, unless part of the management team. High turn over of employees

Can't think of any, fast paced and a lot of work like any job worth having.

ASOS fraud department took advantage of furlough (which they illegally claimed and had to pay back) to trial a machine learning AI system. Then decided to let us go. Feedback from the employees that continue working with it is that it massively increases customer friction. But costs less than people so Woo Woo.

People have the "I don't really care " attitude to work No training whatsoever Outdated tools

Cold office Salaries rises are given based on favouritism. One may get thousands the other pitty pennies.(fact) Middle management has no management skills No room for progression

Full of people bored who can't really bother hence nothing ever gets done Rules are not same for all Performance at work is an utter joke. One may get an above and beyond by doing little, though that doesn't translate into more money so why should one bother?

The team I was working on was not very good, however people in other teams seemed happier. Fortunately, this team was dissolved shortly after I left, so hopefully no one else has to experience what I did.

Not easy to drive to

Working on womenswear - not such a good vibe

Some people have big egos

Teams work differently within a department

- The job gets very repetitive

- work

No ability to open Junior/training positions in departments, even if the employee has gone above and beyond through work and extra activities

More progression, transparency, opportunities, openness with staff

no progression, no pay rises, no social or work events, no opportunities for professional development, poor company culture

Can be repetitive

Atmosphere usually stressed

just a number, clicky, dead end job

No hope, dead end

Customer care is like 2nd class in the company

Not a huge room for progression unless people leave.

Management deem you as difficult if you question there decisions.

High volume and high pressured environment

Cliches within teams A lot of benefits were taken away Not given the help to improve and move up ed you like a robot

Due to rapid growth the office was under constant change.

Huge Building so can get lost and IT Support can be delayed due to size of company but not really a 'con' - shows how well the company are doing !

Didn't experience any cons while working there.

For a company where it's shop window and everything behind it relies totally on IT, the directors seem to know so little about IT and as a result have gone through a chain of hiring sociopath to sociopath to be in charge of large parts of or all of IT over the years. They want a new, interesting company like ASOS to be linked to their career and use big names of other (often much more stuffy) business to get in through the door, then pull the IT department back into the 20th century.

The worst one was a recent CIO hire who started with a statement of intent of who they are and what they want to and don't want to do. Very quickly each of these promises was broken. Even worse, heads under them were replaced by people they had worked with in every company from the past 6-10 years of their career. These people were not brought in on merit. The result was a very strong cult of personality driving people out of the company, a swelling contract budget (more mates brought in) and importantly very little credible, long term value to the business. Having worked at the company for a long time it made me sick to see such a sought after and popular company get taken in by these people.

Not unusual I know but HR really are the pits, smiling assassins but dressed up to the nines.

Who likes you matters alot. Some people get away easily with no talent

Honestly I took the role thinking it would be something I could Turn up to and do but they made it so much more complex asking us "what ASOS behaviours" we had demonstrated One manager in particular breaths down your neck micromanaging your abilities. despite working 4 12 hour shifts in a row your not aloud to sit to take breaks.

Some people talk behind the back which is not nice

Extremely fake, gossipy environment, a lot of bullying going on. Buyers get away with anything they want, come in late all the time, talk to you as rude as they like. It's one rule for them, another for you. You could be late a few times in one week and and they'll pull you for a chat. But don't even think about mentioning they're late nearly every day. Don't complain to anyone above them either, or ask to move teams as you'll get fired, they are all close. HR do nothing to help or support you but team up, and make up a scenario with these people to get you fired. They wont even follow the correct disciplinary procedure, even when you have passed probation. I was the most hard working person on my team staying until 8pm most days, but it was never appreciated. When they fire you they will say you stayed late because you came in late, to try and make themselves look better, when you was hardly late at all.

Do not even think about showing an interest in a different area of the business, like they promote to you at interview. They will fire you for not having passion for your role. I tried to network and ask current employees how to get experience for the role and was told that

was wrong, even when the replies were helpful. I asked the interviewer for advice on how to get experience after not getting a role and I was repeatedly ignored when all I showed was extreme passion. This will also get you fired because they will complain it made them feel uncomfortable. They won't just reply to you like a normal human being would, and put you at ease, that's clearly too much for them to do as a manager.

When you're getting dismissed they will list extremely pathetic reasons to make it look more legitimate. Even things that happened before you were at ASOS, because their source of information doesn't know all the facts. Never trust anyone, when they want you gone, they will use everything against you. I don't know how ASOS get away with treating employees the way they do. Don't even think about telling HR or your head that your job is affecting your mental health, you will also get fired within days, when they make up an excuse as to why. ASOS make out they care about mental health awareness, they are liars.

You are overworked here, and stressed out, it can take 2+ years to progress to a more senior position as everyone is very clicky. People above you will give you work way above your level because they're too lazy to do it themselves but say it is for your progression. A lot of employees in buying do not last, as no one genuinely cares about you. Take my advice and DO NOT WORK HERE.

- Needs to work on conscious bias across some members of the leadership team and increase diversity

- some teams under much more pressure than others, often compromising work/life balance

Slow progression High expectations Teams can be stretched

Slow/ no progression

Low pay

working overtime is a common thing

Whilst interviewing the company tells you how much they like to push their employees and how much space to grow there is. However if you work for the office in Watford you will have almost no chance to move up and change to the London office, even if your skills are amazing, they rather hire externally. A lot of talented people get stuck there and can't build their career the way they wanted.

It is not a very friendly work environment

No progression

No clear system to assess employees

salary compared to cost of living

Fast growing company that can't keep up with growth spurt

There's a lot of support and maintenance which makes a developer bored

The office is too busy and noisy

Not enough writing code

- Worst management I have ever had. Absolutely out of touch and had no idea what the team did. Instead of managing, they would just hire contractors to get things done.

- Absolutely no understanding of what the job entails & would rely on inaccurate information from other "managers" rather than just listening to the team on the frontline.

- Management seem to have a great relationship with HR as every complaint was ignored and swept under the carpet.

- Would hire from outside rather than promoting in house.

- Pay very badly for junior/"low level" roles considering the physical aspects of the job, company status and location within London. The management team were, of course, on nice plump salaries whilst also some of them were not working full time.

- Management would gaslight you if you confronted them about their behaviour  
Poor for development if you are at a lower level as they do not allow you to take any further responsibilities which means you can never learn/ gain real experience until you go to a different role somewhere else or stay in the hopes someone will leave and you can apply for their job.

Communication can be poor and often feels like you voice is not heard.

- Politics.

- Undermining and backstabbing.

- Complete lack of professionalism (especially some Directors and their Mini Me Wannabes)

- Heavy drinking and drugs culture (inc within the office).

- Do as I say culture (don't do as I do, as I am superior)- hypocrites galore!

- Some vindictive personalities, especially within Tech

- and Discrimination- discriminatory subculture exists (language and actions permeate directly from the CEO)

- Presents a holier than thou facade, everything from ethical trade to working conditions and equal ops- none of which is backed up.

Overworked, extremely competitive promotions, when put forward for promotions over 100 people go for an interview process with only one position available which is extremely hard to prep for as well as doing your day job. To get signed off you need to tick off certain tasks which are hard to do when there is not enough staff and the role is so admin heavy  
Focus on productivity

No phone policy at all (no phone on the desk)  
If you don't fit in with the clique from day 1 you may as well leave. Management more bothered about hiding the truth so they look good. The bullying tactics used by MANAGEMENT seem to be the best way to get ahead.

On the outside it's painted as a social fun place to work. That's just code for drug taking and coasting through sign offs because you're part of the right clique.

Key words: backstabbing, fake, drugs, bullies, cliques, mismanagement, no mental health support, sexist, boys club, non empowering, no work life balance, poor salary.

When you're 21 and don't understand what a workplace should really be like. No one at ASOS will tell you otherwise or try to help. Not cool when it's detrimental to people's mental health.

It can be hard to move on after getting used to the culture.

Hours, shifts, the job itself, the management - awful

Team member should be briefed on the role of the intern and how they should delegate work

Managers can be flaky with guidance

Competitive

Toxic management Slow progression Terrible pay

Sexism in tech from management

Quite informal, catty advisors to team leaders to performance managers, They lie when they say it's easy to progress. The discount was just amazing !

Useless and incompetent HR, no room for internal promotions, overstaffed, hot packed office, lots of politics, poor working conditions, too much lying.

Tense atmosphere, newcomers are more or less ignored and not showed around properly. Far too much work to get through in one day, with low freelance rates - you're expected to work like a machine, and made to feel inadequate if there is a mistake. People seem uninterested, fake and cliquey.

no progression

bad pay vs market

too much micro managing

no flexibility on lateness

management/ team leaders can be extremely patronising

shift patterns are pretty bad, knowing a sizeable amount of people commute in from London via public transport

Pointless one 2 ones each week. New inexperienced team managers, who where out to save their own skin rather than help, didn't know the processes, so couldn't turn to them for help, when stuck in 3 live chats and need advice quickly. turnover of staff a joke. The disprance in pay between team leaders and customer service advisor, when they didn't seem to know what they where doing. if they paid them a reasonable wage, maybe everyone will get paid a reasonable wage. 3 live chats at a time. It was like being on the phone with 3 people at a time. Awful.

Cost and time of commuting. Systems can make work a bit manual and frustrating.

Communication from management could be improved

I outgrew my role and they had nowhere to promote me to due to HR hoops. Work became very monotonous and repetitive. After a while you lose motivation. Why should I keep going above and beyond if you can't promote me? Being part of a huge tech team often feels like if you turned up and did nothing that nobody would notice. I could see that people who have been here for a long time look bored and tired, and I didn't like that I was becoming like that. I felt starved of opportunity, so left my "associate/junior" role for a senior one in a company that could see my skills and I've been driving change and shaping the tech team, and being appreciated for it

At ASOS I was also more and more conscious of the environmental impact fast fashion has. The entire company is based on making cheap clothes fast and encouraging impulse buys and throwaway culture, and they don't even have the decency to make their plastic bags biodegradable as a bare minimum. The world is becoming more and more aware. Fast fashion is on its downfall

Very repetitive work, management sat around doing nothing getting paid over twice your salary which isn't particularly motivating. You need to be liked for the person you are to get promotion, easy for some but frustrating for others

Not doing great recently

Great challenge in IT resulting can't really do anything

A lot of egos

You need to know how to play the game

For those commuting from London the location it's hard to reach - especially on the early shift at 6.30 in the morning

the whole place, from the top down all management have a bullying mentality and will get rid of you one way or another, they say there's no do's and don't's but done believe it! thats all the whole place is, questioned if you go to the toilet or make a drink, told off for being too productive, can never get holiday, all the bad reviews are true and the good ones are

from people whose faces fit or have rose tinted glasses on, the latest news reports about the warehouse are true despite being denied by executives! customer care is exactly the same and people need to see what asos are really like and how they treat their staff!

A lot of empty promises in the end as a lot of us were made redundant (not due to COVID) if you start after cut off day you don't get paid so you got to wait 7 weeks without no money Clear favouritism within the organisation and salary did not quite match with the workload AGILE DELIVERY Managers are generally poor developers from other companies trying their hand at management. ASOS are not good at hiring good managers, I've only had one that I've completely respected and he was promoted twice, rightly so.

Poor understanding of the progression process, the skills chart has been updated so many times, no one really knows how to get a promo outside of the pub..

Facade of women in tech initiatives recently to push equality for women, when again women are still not getting equal pay. A wide spread adjustment was done very recently to try and address the difference in pay gap without mentioning exactly the reason why. No progression, poor pay and battle for salary reviews. Bad higher management, maybe good team manager if you're really lucky

Don't support staff with mental health

Stupid shift hours

Made everyone redundant to outsource to the Philippines  
Can get a bit hectic as there are so many people in one building  
over worked, underpaid, very very slow progression

lack of care in a pandemic

stressful environment, blame culture, low morale in teams  
Lots of promises of development and progression that never come to fruition.  
Inconsistencies with management methods.

The salary is not competitive.

Put the night staff through redundancy twice in 6 months.

If your face fits, you progress.

- Location of the office

No longer an industry leader. Serious lack of flexibility and adaptability, stuck in the past which is the reason for their woes. Serious lack of diversity in the management teams and they don't seem ready to address this.

Occasional no. Team player / politics



Limited growth

Micromanagement

Overworked for pay

- ASOS should invest more in retaining promising talents and attracting new ones, offer higher allowances

IT is managed by people that have just been with the company a long time. if you don't drink with the right people forget about moving on or pay rises.

The saying people don't leave company's they leave managers is so true and applies to IT in ASOS in so many ways.

It really says something when your asking you peers what mood is your boss in to find out if your going to have a good day or not.

Some senior managers within Technology's management skills are no better than a class room bully's

You're expected to put in very long hours and be on call 24/7.

The senior teams are very particular about who they favour and if you're not one of them, then you won't progress.

Other people in the business would go behind your back if it means they can get ahead.

Promotions are not based on value add to the business or quality of work.

Flirting is seen as an acceptable way to win promotion.

Some benefits being taken away

Very busy and hectic

Pay

Hard to progress

Can feel cut throat at times

Relentless pace with no time to rejuvenate before going again

Myself and several others I know, have had a terrible experience with bullying here! The name calling, nasty remarks, rumours and career progression sabotage doesn't just stop with other customer advisors, some of the team leaders and senior staff also enjoy getting involved! During my ordeal here, I suffered with workplace depression, this was just labelled as attention seeking or drama. If I, or others tried to confide in management about the bullying it would just result in victim blaming and you'd be seen as the problem! An older team leader would often send inappropriate messages to young advisors, I too received these and was later pestered for a date. I was treated badly and humiliated here right up to the end of my last day. It really was awful! After leaving, I needed counselling for depression

and anxiety. I am still affected by the experience now. I have heard from remaining employees that the bullies have found new victims and so it continues.

- lack of communication

- no clear company policy/entitlement rights

Long working hours 9-5.30pm .....

- board are out of touch with most departments

- Sometimes it can feel hard to get some work off the ground

- Redundancies were recently enforced. The handling of this was terrible.

- Sometimes its hard to progress (speaking on behalf of myself and multiple people across the business). Even when you do, pay rises were minimal although work could double or triple.

Like any customer service job is repetitive and pretty boring.

Teams are divided, if you get a good team, great, if you don't, you could experience some petty behaviour typical of fashion industries. Also you are VERY replaceable, which is a good thing too, but in my experience, people/managers didn't always keep to their word if they promised something.

you may have to walk 10 miles in a shift, power hungry lower management, very high temperatures in summer 30 degrees+ , no allowed to settle in one environment constantly moved around to where workers required either receiving, put away, returns, hygiene, pick, pack, dispatch etc each with its own kpi that you have to achieve or face a disciplinary even if you have an accident you face a full investigation, alcohol and drug tests then another disciplinary, if you have time off due to genuine sickness they do not believe you and you face the occupational safety nurse to find out what you can do! If you suffer from asthma or any other lung/respiratory complaint don't bother as the dust and heat will put you in hospital. Poor Health and Safety every week there is a new regulation that you have to adhere to now we have to wear gloves for all "dangerous" conditions. The local doctors have two common ailments the ASOS cough (caused by the dust) and the ASOS bad back (caused by the heavy work). Not that I can't do it I'm an ex miner but it is punishing running up and down five flights of stairs constantly!!

- Misalignment from strategy to execution leads to different people pushing in different directions - Growing red tape slowing things down - Culture higher up becoming more political

Progression can take a long time, with sign off every 6 months. Upper management doesn't seem to care about staff wellbeing.

Unrealistic pick targets. Walking up to 60 000 steps per shift in safety shoes. Arrogant TLs.

Need security's "permission" to go to toilet no matter how much you're desperate and there's a long line at the security desk. Staff are like animals clocking in and out. 500+ staff all fighting and pushing to clock in or out on one machine.

My employment was terminated due to a few reasons, some for not following process when I was only just taught it and one of which was a fabricated reason from a leader. It was that my behavior did not suit the requirements of the role customer care advisor and that it is not acceptable to say things like 'Thanks ' or 'cheers bro' to the Team Leader. There was no statements taken from either side or any investigation concluded, it was just taken as fact

that I must've said it. Even though I did not know this until I was in the meeting my employment was being terminated in.

All I can say is, if they don't like you personally then they will do whatever they need to, to get rid of you. Even if that means making things up like my leader did. They also have a negative snappy attitude towards workers but this is more due to the type of Leaders that were training my group at the time, the others seemed fine.

On the plus side the termination went smoothly and respectfully.

- toxic environment dominated by politics in the management layer

- big egos in the management layer

- HR taking the side of the more powerful rather than acting as an impartial

- completely lack of transparency

- company values are true only on paper

None at all what so ever

I think the pay could be higher

High turnover of staff at lower levels

Meeting room space is terrible

retail function seems undervalued - product/buying aren't overly valued - lack of representation of product at brand strategy. we could be selling credit cards the way the business strategy was presented. it's disappointing coming from Arcadia (TS) where product is king.

remuneration is merely ok - in line with competition but feel the pace of work is much faster and there's a lot more pressure

lack of bonus despite making 45m PROFIT due to not making forecasts set by EXEC BOARD. sales are up double digits on the year so most of the functions have more than over performed

not very inspirational location - morning ton crescent has nothing really going on other than sainsburys/pret for lunch.

Below industry standard for pay. The only other issue I have is how management speak to the rest of asos. See below.

Lack of leadership on teams from more junior manager roles, more corporate than before

#### Workload

Terrible management ! You don't have to be good to become a manager but you have to be social.

are awful especially when you want to have a social life beside your work.

- pay isn't great & pay rises are minimal - little to no bonus - can be slow progression - you can be moved to a different team with a week's notice

micro managers don't know how to manage which then feeds down into other "managers", they show favouritism. forbid you express how you feel you are seen as negative and will get managed out rather than them helping to solve the problem. even if multiple people in the team have expressed the same reasons. micro managing seems to be a key theme throughout the company. extremely low salary, no clear progression as they try to keep you in the role at a low level delaying the promotion

Progression is slow and competitive

Chaos chaos chaos...everything happening very very and too fast. People that are more then 5 years there are marked and usually do not do much...except hiding knowledge to keep the status and being untouchable.

High growth business

pressure

#### Changing properties

The Pay could be better

Pay could be a lot better.

Salaries are quite low but there are other benefits involved to 'make up' for lower pay. The business seems to be becoming a little too 'woke'.

Abhorrent and humiliating HR processes

Severe lack of care and understanding for their people

Horrendous lack of development opportunities

Poor decision making from top level which has cost hundreds of jobs

Poor data management and reporting capabilities for a global company

Politics and blame culture means that if you are not in with the right people then you won't have career progression or be rewarded for your hard work. Management seems to favor people with a more aggressive hard nosed style rather than friendly and outgoing which is seen as a weakness.

No cons that I can think of except for the size of the company and industry restructures are common

Progression

Pay

Hierarchy

Long hours

No recognition for working above role

There's still loops in the HR processes.

Leadership team lack empathy. Some members are great, others just care about getting their job done, no matter the impact on their team.

Where do I start? HORRIBLE atmosphere. An undercurrent of fear runs through the place.

You're made to feel bad if you go to lunch one minute early / late. Everything is done using stupid "process maps" which are confusing and pointless. The company is extremely hierarchical. There is a strong culture of faces fitting and woe betide you if you show any kind of independence of thought. The shift work sucks the very soul of your being, turning your life into a zombie-like existence where you are too tired to do anything but cannot sleep. If you're about 19 and covered in tattoos, extremely loud and brash, you might do OK here. If not, forget it. The managers are incompetent and haven't got a clue what they're dealing with. They will falsify stats to get you out if your face doesn't fit.

You can never find your team leader if you need help with something. They expect you to not make mistakes when you've been there a day, you are expected to hit your targets straight away and get told to hurry up if you don't. Don't even think about having a day of ill otherwise you are gone.

the culture and the people weren't very inviting as a starter

the teams are very catty, the team leaders are not professional there are a lot of cliques and there is always someone arguing

Nepotism, Unsuitable Managers, to continue to feel valued on hours that we work vs salary

\* Was not placed in the division that I interviewed for, which is absurd (and hence I did not stay long at this org)

\* My initial line manager was a condescending bully with numerous complaints against him

\* Some of the people were awful - dismissive, belittling etc.

\* "Just do it" attitude held by many managers

\* BIG boozing culture

\* Flexible working initiative not consistently implemented

\* The criteria for BA career progression was extremely opaque. The process was not explained during the interview process even though I very specifically asked about it

\* The division seemed obsessed with the process of delivery and not delivery itself; suffice to say our team delivered very little and I left because I felt this was going to look very bad on my CV

\* The staff turnover in tech was laughable (so high)

- Administrative teams which were advised they weren't needed a few years ago, are still here doing those tasks and are not valued by senior management

- Strong sense of cliques amongst management

- too many faces on a monthly basis

- Some staff are undervalued and when staff leave there is no intention of wanting to keep them

No Issues, great company to work for.

A lot of office politics and favouritism. The customer care centre is poorly run by ego. childish managers treating the advisors like children. You can't even go to the loo when you want. you are monitored tirelessly and patronised. There is a very high turn over of staff.

- No specific processes in place for anything - Hectic environment, get work done fast (not necessarily good) - Low salary

- Changes and lack of recruitment in C-Suite are creating instability and lack of direction - Lack of clear decision making and audit trails means a lot of time wasted

is used as currency - if you are in the know, you'll get promoted. Managers are feeding this behaviour and actively participate in gossip and speculation. A number of toxic people go out of their way to make life difficult for everyone around them, will throw their toys out of the pram until they get their way. Number of instances of bullying towards more junior/newer employees that doesn't get dealt with as employees know nothing will be done. Less risky to keep quiet, and cope with it alongside others experiencing the same thing.

The patterns were hard

Some teams were nicer than others

- Management were awful. My manager was rude, aggressive, had no idea how to manage, would actively single people out, made my life miserable the whole time I was there, mentally attacked people and their personalities - just awful. She was a BULLY, no other word for it.

- HR did nothing for their employees despite numerous complaints about these bullies

- The role was completely not what it was supposed to be, I spent most of the time reconciling invoices because the company is massively in debt to their brands

- Brands were cutting them off because they owed them millions of pounds, quite surprised how they stay afloat!

- Very cliquey, and not very culturally diverse. You either have to be white or act white to fit in here.

- Have clothes sales for staff but most sizes were below size 6 for females, makes sense and most of the girls there do look anorexic

- General bad vibe, no one I met was actually happy there but stayed because of the company  
awful culture, no processes blame culture  
It's too easy, I like my brain been active when working, at asos its- Open package Check  
brand Check size Check colour Check for marks Pack or sent to cleaning or sewing and repeat  
Too much middle management

Too many stakeholders

Lots of politics

I didn't like that I had to stop working here abruptly due to redundancy.

Sometimes longer working hours

Hard to progress into next level

- Poor progression rate and you won't be acknowledged for your work. - Salary isn't great

A lot of email traffic

One rule for some and another rule for others.

to venture out and try new things.

They focus on mental health and the LGBT community so much that they forget that there are other groups of people who need support throughout the business.

It's black history month and not one thing has been done internally or externally to celebrate it.

If they do it will probably only be internal as they're too scared to push anything on socials if it's not about the LGBT community. Other companies have done it, Facebook, google, glamour amazing but yet nothing from ASOS.

Every domain in the business is run by a certain group. If you don't fit into that group then you're not welcome.

When senior management don't know how to answer hard questions they cancel meetings.

- lack of diversity in senior leadership team

- progression policy is too rigid and slow

Manual job so physically tiring

Not a clear way to grow in the company. Managers swap roles constantly in the studios so have no real experience. Favouritism within the team. It was good at first but hated it towards the end. Pretty corrupt company with an even worse HR.

Pair programming disaster, chaos environment, noise in the office, low salaries, no bonus, silos of knowledge, architects living in their own world

Lack of progression

long hours - sometimes have to work till 8pm during busy times

The social aspect of the company is being cut drastically, with no more xmas parties and cutting benefits such as discounts

Market seems to be tough in the last few years so there's a lot of uncertainty about the future

Progression is very slow and often paused Short sighted decision making by management

Change in the senior management

Over worked and under paid.

Monotonous tasks, job is very boring and repetitive. Long hours (I work nights, 4 on 4 off). vary so can take some getting used to, if you're used to a simple routine!

No personal career development at all.

Once you're in you're on your own when it comes to learning something new, promotion or salary increase.

Lots of politics. One needs to be friends with the right people in order to succeed.

Team structure very rigid. Almost impossible to switch teams or roles.

Dispite the rules and processes Management use the egos to make up different one and contradict each other. Underqualified and lazy Managers some managers are too scared to pick up the phone to call customers regarding their complainants and advisors have to do it.

Management will shout and talk down to advisors.

A lot of offices politics. Staff can be very Cliqy as every one knows each other and some have generations of the family working there.

The old office was very dirty. You have to sale you sole to progress and for some that still isn't enough. You will be promoted for exerimental processes then demoted.

management to , way to much inter office politics

Favoritism from management not based on skills but dependent on whether employees are in the "clique". Lack of growth and value for long-standing employees

- VERY hard to be promoted, needs to be the right timing, things change a lot.

- depending on you're line manger, some people shouldn't be managers.

Although working at asos was a part time commitment alongside university, it was still an unstable source of income as they would call me in around their convenience during the



weeks, so i would have to make time available. However, this enhanced my time management skills and gave me a profound work-life experience.

ever changing tide finance control marketing budgets and pull them regularly  
communication across teams difficult

- Awful management
- Equally bad HR
- Job role nothing like advertised
- Very cliquey staff already employed
- Lack of diversity in staff
- Soul crushing company/job

Long Hours/Under valued/A lot of Competition

No career progression if you work in AP, study funded for rest of finance except AP. AP department always in a mess. Has a very clique culture especially with there being lots of 20 something females. Couldn't get out the door fast enough.

Lack of open mindedness of senior management

Disrespect of marketing by senior management

Canteen really expensive

Coffee shop should be subsidised

Very poor exec leadership, long hours, politics, backstabbing, poor and inefficient structure.

Sexist language common.

perks were good at first but were stripped back, unequal pay, poor manager (as direct reports, we had more experience and knowledge than the person we reported into)

Bad press which is a shame as the company seems to want the best for all it's employees and if there is a problem there are plenty of people that would love to get involved to change that.

In a word politics. It happens in every office but in my experience it's particularly disruptive here where it's combined with the egos, individualistic attitude and the insecurity that breeds in this environment. It also doesn't help that around two or three people are employed to do broadly the same role without boundaries. The motto is collaboration. The reality is kill or be killed.

No career progression, even though they sponsored my studies!

a short sighted view as I would have happily stayed for 10+ years if the career opportunities were there

Fast paced and global so not for the faint hearted!

bad pay, badly organised/ managed and they timed toilet breaks

Progression slower than some companies I have worked for previously as you get higher up in level.

Bad communication

School like environment

Patronising Managers

ed like a child

Repetitive

Low salaries

Negative work environment, high stress and not able to show any outside thought to the assigned process. You can't speak to customers as a human and have to use pre written faq, like a robot. You are treated as a number and your role means nothing to the company Although there were many talented people working there, however there was a drinking culture; some were promoted because based on hanging out at the pub with their manager regularly.

I was in the IT department, a large macho culture was present too.

Clicky

Favouritism

Racism that is overlooked

Micro aggressions

Can be long hours but this is expected

No progression - Colleagues allowed to get away with not working to standard

-Fairly low pay for London

The fact that its rapidly growing and evolving means it's a fast paced environment which may not suit everyone.

As a customer adviser, your opinions doesn't really matter until you become you PM's favourite.

If you get a PM which doesn't like you, there will do everything for you to leave the company  
This place is absolutely horrible. Please ASOS do not reply to this message with an automatic response saying that this is not the case. I worked there long enough to see what kind of place it is.

The advisors are constantly monitored, if you don't log in on time you will be told off even if it was a work related conversation. The weekly one to one feedback is even worse, according to them it is our moment to shine but the truth is far from that. They will just tak about how to improve the quality score of your response and the productivity report.

Management is really underqualified, half the advisors working there have more qualifications than them.

They didn't even let me quit in peace, management was constantly gossiping about me until the day I left. I couldn't even say goodbye to colleagues properly.

Their employees are the least important thing to them. In the past year myself and my colleagues have been through several rounds of redundancy and not once offered any kind of support or an understanding ear from upper management. The ASOSers make this company who they are and to see them treated so poorly pushed me to leave. In my own personal experience, I witnessed team leaders and advisors pushed to their breaking points with no support whatsoever from those direct reports. Managers don't get to know the advisors in their operations or how they are working.

Incredibly inexperienced senior managers, who are not qualified to do the role they were fortunate enough to be quickly promoted into, right place right time approach, inherent favouritism. No structure.

Salaries aren't in line with living wage. A lot of mid-senior management have been there way too long and think they own the company. Difficult to implement changes and to create new processes.

Not enough comms from management, cliquey, not enough diversity.

- Your rights are exploited: - you get in trouble for using the toilet for longer than 5 minutes! this will also get used against you for reviews.

-get in trouble or sacked if you're off sick

-get in trouble or sacked if you're late even though you have legitimate reasons.

-if you're going through personal crises the team leader will use it against you to get rid of you.

-a lot of favoritism happens here. Unless you are kissing the team leaders backside you won't pass probation or progress. There are some really good staff there who have been in the same position for a very long time and they are not progressing simply because the team leader and manager doesn't like them as their personal favorite pet.

-many of the team leaders don't even like doing their job - which is to help and aid staff! they want to just sit there and gossip.

-staff are young and immature, no good work ethics and use passive aggressive attitude to get their way.

-lie on feedback forms. some information even gets erased.

-it's like being in prison. You get told off for the most ridiculous things.

-Most of the team leaders and managers apply rules to staff they don't abide by.

-working on rota and weekends can really exhaust you. the pay is not worth it.

-people end up feeling depressed there

-poor ventilation and poor hygiene practice

Sometimes promotions are up to financials (even though the company has a VERY stable financial background)

Mobile development is not agile, more like waterfall

There are no feature squads, but teams are made from homogenous members (a team is all web or android for example)

That being said, it is the people who you work with and who you report to that will make it or break it. Mid level management is very volatile and cliquey. If you do well, the manager will make your achievement as their own (and sometimes credit you for it). Do poorly, and the finger will definitely be pointed at you, you will be micromanaged and you will be reprimanded. If you want to progress in your career you will have to belong to the clique which is a boys club. There has been considerable proof that the manager is a very poor one (people officially complaining, losing a number of good colleagues in the past year for the same reasons, no career progression, favouritism, etc.) to which senior management and HR completely ignore.

Immature Management, Knee Jerk Reactions and lots of last minute decisions. Extremely poor communication and attitude from senior managers being managed like a child - although a lot of are young.

There are cliques unfortunately, but overall it's a good place to work at.

Too much bureaucracy involved meant slow paced work

monitoring, system is like school. The targets they set are unrealistic, you should do a certain amount of emails/live chats/social an hour and it just isn't possible some days. One to ones you have every week with your team leader are very hard - if you make one mistake you are made to feel guilty about it and as if you are failing every aspect in life - almost a bullying tactic. The company offer no support if you are struggling or having problems outside of work. Team leaders would go missing for hours on end and therefore my team had no one to help us except the odd team leader you could find. Most team leaders didn't have a clue about half of the policies and I feel that does not set a good example at all for new people. One last thing is keep an eye on what you say to anyone there, there are always people higher up than you watching you and monitoring you. Never discuss anything personal with your team leader or share any opinions on anything with them, they claim your conversations with them are "confidential" and make you feel like you're their friend, they're not. They write down everything you say and relay it all back to their management, even private things - which a company is not strictly allowed to do. All in all - would avoid working for this company.

boring job dirty place to work for too much dust

ASOS has built a great business as a marketing x IT business. As a result there is a monolithic tech presence organised around platforms not customer needs, preferring to take a shopping list of features than explore an ambiguous space and test and learn their way to creating true customer value.

In many ways this is a corporate IT structure from 2005.

The organisation remains heavily siloed and the suggestion of cross functional teams working towards a metric-focussed outcome is treated with suspicion by tech leadership. One suspects because it threatens their power base.

There is a strategic vacuum at the top, meaning everyone decides what they think is important. This changes on a weekly basis as plans go out the window to chase short term wins.

I'm ultimately frustrated I couldn't do more to establish a different way of working but it was a tough sell in this environment I guess - you can lead a horse to water...  
Feels like school

Inconsistency

Poor communication.

Perhaps lacking clear direction from a business pov

Unfriendly work environment Strange work culture Incompetent Management

- Pay could be slightly higher - Hard to develop and progress as employment is slowing down

Doesn't have any cons. Job role is transparent and you get what you apply for

Management ego's is a huge issue.

Worse place I have ever worked in my life. They treat you like a child in primary school, the Team Leaders are absolutely useless have no idea what they are doing all they do is walk around looking for answers as they are clueless. If you want to work in a company where you want to progress DO NOT apply for ASOS as 90% of the Team Leaders have come from other companies and have not been a Customer Care Advisor before. They watch everything you do like Big Brother there will give you stupid one to one meeting which is completely pointless and irrelevant. They FORCE you to call customers even though you have told them you ain't comfortable doing them as you not familiar with all the processes yet, when in actual fact it's the Team Leaders job to do it. When a member of staff has been sacked or had there probation extended everyone knows about it. The Team Leader I had was a BULLY he use to shout at us when we are not hitting our targets we couldn't even book a holiday with out being questioned he wants to know why we are taking the holiday and we have to ask him for a holiday even though it has been authorised already. Also was told to kiss the top managers bum to keep my job. When you have made a minor mistake they bring you into a room in front of everyone and tell you off like a child couldn't wait to leave this company.

AVOID ASOS

Hard to create change

Too much management

Poor salaries

- ABs don't really travel - work long hours

Trying to do way too much too quickly. OKR structure is a nightmare and causing colleagues to burn out or quit. Budget cuts. Says they work in an agile way. They do not. Recruits people for their expertise as leaders and subject matter experts, then doesn't use them for that. Leadership team says one thing but acts another way. I.e. "we really value your opinion on planning this event" then tell you all the reasons you're wrong when you share it. Only to then wonder why feedback surveys after events had so much negative commentary (clue! It's because you ignored me trying to warn you!) CEO says we need to stop being hierarchical and get the right experts in the room - CC SLT act as though they are the experts so hold all the cards in decision making and communicate poorly to translate & guide level employees. Feels like when you're a 12.5 year old kid, and when your parents want you to do something you're nearly 13 so need to step up and take the responsibility, but when you want to challenge the status quo you're cut out of the convo because you're only 12. I'm expected to deliver high quality leadership to my team, but tolerate weak leadership myself. Communication on changes in business direction is poor if you're in a leadership role. You'll find out about major changes that impact you via blasé ill thought through teams messages, on the grapevine or possibly even a system generated message (one colleague found out she was having her team doubled from a notification in the talent system -shocking).

Hard to Progress

Long Hours

2 jobs combined into 1

Flexible working is way behind the curve.

Progression based on who you know rather than skills or experience

All employees are disposable

There's not quite enough space for all the new people but they're working on it. Also, sometimes being a big company makes it hard to get things done as quickly as they could be.

Terrible management

you like prisoners

becoming more and more common with a growing blame culture and unfriendly teams. Management promoted on their technical skills and constantly lack the ability to step up manage their people. Lots of cliques and catty behaviour. HR are disorganised and ignore any real issues. They will always side with the most senior person in the room. Work life balance is non/existent- if you are given the rare opportunity to work slightly fewer days you are expected to still do your full time job in that time....with less pay. Health and well-being is promoted as important to the company but realistically they will ignore any problems and class it as underperformance.

I would say that there are not any cons at all at this business

Working remotely so it was a slight struggle because there was no face to face interaction with the potential clients.

Asos does not care about there staff making rule for head office and rule for other places

Location

- Shuttle bus runs every 1 hour

- Warehouse is 10 - 15 mins drive from Watford Junction. If you drive thats perfect, or else catch an Uber every morning into work. Buses and trains do not pass the Asos Warehouse, so your f'd either way.

## Work

- Your responsibility is to respond to customer emails for 7.5 hours. Thats it!!

- If is tedious and unfulfilling

## Management

- Team leaders, and other supervisors are for the most part okay.

- They are young and inexperienced, lack knowledge and awareness of self and everything else in life. So do not expect them to be in position to help.

- Help yourself fool!

## Environment

- The atmosphere and energy of the place seemed okay, but when you really look at the situation regarding the location of the job, the work you are doing, the petty games management play, everyone looks like they are slowly dying inside. Nobody really seems fulfilled in their job. No one is happy. No one is having a good time. In fact, people are waiting for the end of the day. That is 7.5 hours of feeling drained and unhappy with your current job.

Experience this place if you want, you won't need much experience or qualifications to work in this environment.

impossible to progress, favouritism and social hierarchy gets jobs at this place

Poor senior management leadership and strategy

Promotions are super competitive

Perks stripped back to the bare bones

Very competitive, with people being replaced constantly  
I've never worked somewhere with such a strange group of people where i felt like i was judged everyday. The team i was in barely spoke to each other and there was only a couple of people who were friendly.

The work changed all the time making it hard to keep up. Projects were cut and the senior managers didn't really know what they were doing nor did they listen to people who wanted to help

I moved to a similar role at a similar brand and got £15k more for the job.  
work can be tricky but this isn't an asos specific issue  
Did not respect their staff through redundancy period, not supportive at all

Senior managers are poor at their roles  
Management reduced the amount of benefits due to latest market results  
Not allowed any breaks

when you go to the toilet you have someone follow you too make sure your not having a break

some staff are ignorent and don't speak to you including management  
Hard to think of any  
Old school mentality from some management

Department to department work flow is not always smooth or easy

Progression based on vacancies so very slow  
Working in the ASOS studios was one of the worst experiences of my life and badly effected my mental health. I had to suffer bullying at the hands of my team leader (who had received previous complaints prior to my employment) and handle everything entirely on my own, despite my cry for help to HR (on two occasions). It was only when I resigned that they decided to listen but even then my complaint was never taken seriously. The HR department are completely for the company and are not too concerned with the wellbeing of the individual employee. The management I was under are entirely inexperienced, socially inept and unprofessional. They are allowed to abuse their position of authority without being challenged. I'm sure many of my previous employees would agree that it is more like being back at school rather than in a professional working environment. I have heard more recently that people have had mental breakdowns working here, and I was on the verge. Don't be fooled by the amazing benefits and working culture, believe me, it's not worth it! As I've learnt, it's far more important to have a healthy working environment and supportive management with good morals than having parties and cheap clothes!  
No career progression is possible  
= I cannot speak about the whole company, everyone's experience is different but I had the chance to work with a specific team at ASOS which opened my eyes to the bureaucracy that exists in the organisation. = As a non-European person, it became clear to me that my specific team were deceptively prejudice against teams based in India and examples like this made me less confident in participating in the company. = Favouritism over merits and



security compliance. This isn't a tirade of criticism against ASOS, I decided to write a review of my personal experience working in a specific team that I won't mention, and does not and should not reflect the capacity and appreciation ASOS has for their diverse employees. But my intention for this review is to make people aware of what they might be stepping into. This can happen anywhere to be honest and my advice would be to doubly check that it's what you want as sometimes the allure of working for a big brand/team means you might have to compromise your silence and you will be disappointed.

Fast paced and high workload

very little/ barely any room for growth

admin heavy

no pay for overtime

Management was awful, really unsupportive with learning difficulties and personal issues. Could not recognise people who were hard working.

- Not a lot of progression, it's very difficult to get promoted

- Lack of individual value: you are one in a thousand

- Employees in general are not very competent, so you don't get to learn much from your peers (recruitment is quite poor in terms of expectations and standards)

As above. Specifically, a lack of easily available drinking water, broken toilets, staff treated as machines, no progression opportunities, extreme micro management.

Some of the internal systems are frustrating to use, often required to work long hours but rewarded for hard work in other ways and always appreciated!

All team leaders/trainers were lovely and always happy to help but once you joined your team you find the people are horrible and unwelcoming.

The promotion scheme is deceiving: you can nail your objectives and it doesn't guarantee you a promotion whatsoever; "well done, maybe next year". The web team is crippled with managers and technical figures that are long past their prime. Product teams, design teams and development teams work in silos, making the everyday completely uninspiring.

There are so many changes happening at ASOS that it's hard to keep up. Director has very little knowledge of the business, very little knowledge of what garment technology at ASOS entails, is very impersonal and extremely demotivating. They have made so many changes to GT that it is no longer representative of garment technology as a whole - it seems as though GT is being phased out all together. They've made so many wrong decisions and has limited progression and removed so many processes that during their time there, we've lost over half of the original garment tech team and they are not back-filling either, meaning that workload is piling up and techs are being signed off with stress (all of which management/HR doesn't seem to care about- no support is offered) There is not a single member of garment technology which is happy in their job.

There is little to no training given when you start - I was being trained up by other assistants who had started not long before I had.

ASOS as a whole are struggling massively, morale is absolutely terrible as more and more perks are slowly being removed. Redundancies are being made left, right and centre and it's very common to be walking through corridors/go to the toilets/walk around the canteen and see someone crying.

When I started almost 2 years ago, ASOS was a happy and exciting place to work, however have fallen onto hard times but has become very corporate (something they promised wouldn't happen) in that time, causing a lot of anger and frustration with current employees.

It's a very hard time to be working in the Retail part of ASOS due to cutting headcount and upping the option count, meaning that there is too much work to keep up with, too much for the amount of people they have.

I also have suspicion that many Glassdoor reviews which are popping up are fake.

It is hard to list every bad aspect of GT currently so the best way to describe it is: Garment Technology is an amazing, fun and creative profession to have, however, ASOS is not the place to practice that profession right now. Times used to be different but as long as they have the vision which is currently being rolled out, you will not be respected or be happy as a garment tech there. Perhaps in a few years, things may improve, but right now, I wouldn't bother - for your own happiness, mental health and career.

Pay is shocking Cancelled christmas parties CEO said 'you don't work here to be rich' - basically accept you're going to be poor working here

- Terrible pay
- Very few prospects to progress - in upper management that led to our entire team being made redundant in a vendetta act against a manager who filed a complaint against him
- toxic atmosphere of bullying the higher up you go
- My position was made redundant even though they were creating 3 new positions which was the exact same job as mine but under 3 new job titles (this is an illegal practice)
- Too many cowboys/girls/people in payroll and HR (the problem with having an entire company ran by 20/ early 30 year olds)
- Quite long working hours - not all departments have the flexibility to start/finish earlier/later
- Despite concrete evidence, the so-called independent investigation exonerated bullying in upper management (because people are too scared to challenge those in the powers that be, so they can act like tyrants)
- court case to follow Whilst ASOS are in a better position than most going into the recession, word has it that their outlook is absolutely disastrous financially speaking. I wouldn't recommend anyone to join until after 2024/ whenever the economy recovers

Where to start! Unbelievably full of brown noses who will happily make your life hell. Clicks everywhere. Managers who will crush whoever to get wherever they want to be, and let's not start on the treatment if you're ever fortunate to get pregnant... let alone suffer from any loss.

No profession, can't keep up with the growth in Customer Care, don't get feedback from their advisors even though they are the ones dealing with customers every day.

A great place to work. Very good career growth.

A very good work life balance and would like to work for ASOS again in future.

What is the best part of working at the company?

teamwork in the governance department and humble leadership. Great review process on the work and relevant rewards or help and support were given throughout the year.

What is the most stressful part about working at the company?

Not much that I can think of while working in the legal team for 4 years.

What is the work environment and culture like at the company?

well disciplined to achieve the goals, free and fun approach to the ideas.

What is a typical day like for you at the company?

Free seating within the company unless I had a meeting or focused work. Fun environment and some training and workshops available few times a week to attend. Good selection of food and drink available at the café during the day of work.

Fast paced, unrealistic deadlines, with moving touch points quickly based on trade, but that's expected

A lot of favouritism, but good benefits and good people, nice office as well

Very depressing work place, easy job with most of the days not doing anything but it is the most depressing job i have ever had, not recommend it at all

Unrealistic targets Not valued, many issues with holidays Ignorant management ,no change of career progression This job would be suitable for students

What is the best part of working at the company?

Atmosphere is great and colleagues are some of the most talented and knowledgeable you could want to work alongside

What is the most stressful part about working at the company?

It's high press and fast paced but with great support network when required

What is the work environment and culture like at the company?

Open and diverse. You can be who you are and not feel alone or out of place. Great training and development opportunities

This was my first full job and I did the afternoon shifts first before moving onto the morning shifts. Anyone could do what I did, it was that easy. I didn't like the management.

Really good place to work, i felt very supportive by my management and team and overall a great work life balance. There were also opportunities to develop.

The work is physically demanding but easy. There are targets to meet but as long as you work hard and listen to all advice from Management and colleagues they are achievable. The pay is good with performance bonus and well paid overtime.

Easy job but have to keep up with targets and can't sit down but have regular breaks. Also can do picking and outbound packing. A lot of English staff but also a lot of foreign

Bad management. Judgmental team leaders. They are dismissing people senselessly. There is a group, especially inside. This affects a lot of things. Inside, the Romanians are working in a team, the team leaders are working in a group. I don't recommend it very much.

Unfortunately I was not doing the role I was hired to do, I felt like I was a spare part and was not actually required so sadly I ended up leaving before my contract ended. However I believe if different circumstances it would of been a role I could of seen me doing until I retired

Go for it! It's busy but no negatives at all!

Great support, pay is a bit low but not awful. Merch teams are super supportive, especially on dresses, she is the best person in that whole company

Dependent on teams but working here was one of the worst merch experiences I've had.

MAAs are underappreciated and the general vibe of the office is really cold and clinical

What is the best part of working at the company?

Flexibility, consistency and durability

What is the most stressful part about working at the company?

It you're not patient or not taking instructions

What is the work environment and culture like at the company?

Very recommendable and a good place to start with as a beginner

What is a typical day like for you at the company?

Very well, easy and satisfactory

Was a good place to work, was a decent living wage fun people to work with.

Not rushed as long as everybody was in. Some parts of being on hygiene not good ie people ill on mezz floors and peeing into bottles rather than being bothered to use a toilet . Asos look after the staff, put on lots of things like for and Christmas. Unfortunately they decided in March 23 to get rid of all the agency staff because of tumbling sales , so that was that.

Was very stressful work in Asos . They FML was very strict I always was scared to or lose my job. The only good thing was a good paid job . Unfortunately was rubbish

No pay rise while the demands towards the staff is rising. Used to be a good place to work but now it's just a mess. Most of team leaders are not helpful and they keep pushing you to your limits and what counts for them is this magic performance. Could have recommended this job 2 years ago but now it's just unbearable.

The kpi is impossible to reach expect work fast and safety which is not possible managers are there terrible and they do favouritism and nationality work favour own people to promote Great people and so many benefits. It was fun working in such a great environment. Working for a fashion company means you are wearing fashion. And you get great discount on the cloths.

What is the best part of working at the company?

Making new friends and enhance our skills and learned new language

What is the most stressful part about working at the company?

Last hours when shifts goes finish

What is the work environment and culture like at the company?

I did packing and picking both work in asos .

What is a typical day like for you at the company?

All are good days for me I enjoyed all of these days nd miss