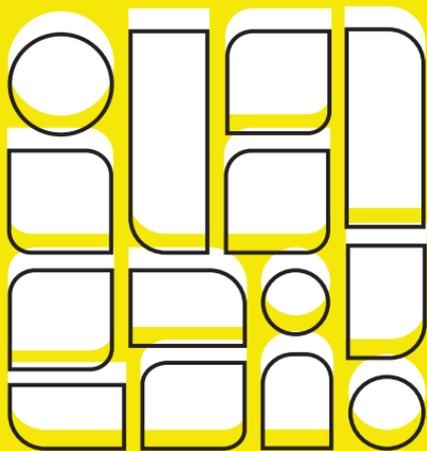


THE BOOK OF

 **lightswitch.**



# CONTENTS

1 So you're new here...	3
2 Our work culture and office environment	17
3 The nitty gritty	31
4 FAQ's	41



**SO YOU'RE  
NEW HERE.** 



# WELCOME TO LIGHTSWITCH

Lightswitch is different. The weirdness makes it special, but it can be a bit jarring if you're used to another way of working. We wrote this book to give you everything you need to survive and thrive here, whether on day one or day one-thousand. This manual won't provide details about your IRP5, show you how to access the servers, or help you setup your email account. It will help you begin to understand our values and the way we make decisions as a team and as a company. Our manual belongs to you. Read it, share it, but most importantly take value from it.

## OUR FIVE PRINCIPLES



Collaborate



Produce amazing work



Take care of each other



Speak up



Location, location,  
location. Stay above  
the line. [See page 18]

## YOUR FIRST DAY

Hopefully by the time you're actually starting at Lightswitch, you've already finished filling out the paperwork and you've showed up to a desk with a computer and the accessories that fit your work-style. Today is all about getting you set up and making sure you're ready to go.

The goal for today is for you to get settled, take some time to meet everyone you'll be working with, and set things up the way you like them. First days are hard and we want you to be getting comfortable today. First days are also the time to orientate yourself with the tea/coffee system and for you to ask any questions you may have.

We want you to stick around. Your successes here will be your team's successes, and your team's successes will be yours. We want you to build a career here, so don't feel any pressure to cram everything into today -- you'll have plenty of time to get things right.

# // YOU'RE NOT HERE BY ACCIDENT //

We hired you for a reason. There's no need to prove yourself or worry about "fitting in". You're here. You made it. You get it. Let your work do the convincing.

---

## we hire differently

Most companies operate under the premise that employees should be replaceable like parts of an assembly line. We choose our people more carefully. We bring them in if we think they're a good fit, regardless of whether we have work for them right away. What that means: You are more than your title. Bring yourself (rough edges and all) to work each day, not your developer/project manager/designer costume.

## GET AUTONOMOUS

You're given an incredible amount of freedom and autonomy at Lightswitch. That goes for everyone – from the newest members of the team, to those who have been here from day one. It's up to you to figure out how to approach a problem. No one is going to make you do it their way. While we know that sounds awesome, here's the catch: With freedom comes an immense amount of ownership and responsibility. Life is easy when someone is telling you what to do BUT it's also boring, and it prevents you from being invested in what you're doing. Since you control your own destiny here, you'll likely be more emotional about your work. We believe that's better than the alternative. Can you imagine coming to work each day and not caring? We can't. So, our suggestion is that you find out what is expected of you, ask your team what they want to see and keep on top of that. That way, you are left alone without anyone needing to peep over your shoulder.

# WORKING TOGETHER

The human body is an incredibly intricate and well functioning system where all the parts work together to create a healthy and happy whole. This is the same as the work environment. If one part is not communicating or doing its job, it can mess up the whole structure and affect many other people. Similarly, if one part is lost - a leg for example - the body can keep going, but it will have to drastically adapt and create new methods for doing things and this would be significantly harder on the other parts. This is why at Lightswitch you are a truly valued team member and have been chosen to play your role for a reason. It means that you need to show up, communicate with those around you, do the jobs assigned to you and go above and beyond to be a great team player with your team-mates. Take ownership for what you need to do and be your own leader, but with a close check that your other parts are all good too.

# SPEAK

## LIKE A HUMAN

The key to a good project starts with the way in which we communicate it & its requirements with our clients. Very few of them come from our industry and it's up to us to make sure that all communication is done on a level that suits both parties. In an industry that requires a ton of communication between clients and a variety of other stakeholders, it's important not to let "proprietary processes", and buzzwords lead to confusion and time lost. Yes we need to sound like experts, but real experts can explain very complex things in ways that everyone can understand them.

### avoid robot talk

- 1 Pretend you're talking to your mom. Your mom doesn't know what "C#", "HTML 5" or EE is. And it's not because she's not a smart lady. She's just not entrenched in all the industry jargon.
- 2 Don't be afraid to ask. Sometimes you need to stop and ask the room to define what exactly "responsive design" is or what the difference between "C# and JavaScript" means to them. It's OK.
- 3 Get on the same page. Sometimes the words don't matter as long as everyone's speaking the same language. Try to acknowledge when words are getting in the way and do something about it.

# THE POWER OF LISTENING

Stephen Covey said that most people do not listen with the intent to understand, instead they listen with the intent to reply. Its very important that we understand this difference. When people speak to you - are you really listening, and hearing what they are saying, or are you formulating your response already without hearing their full story?

## you're more than your title

Most workplaces (intentionally or not) train people out of normal human behaviours. They want you to be predictable. They want you to be replaceable. They don't want you to challenge the status quo. But humans don't work that way. Humans are unpredictable. You can't replace one person with another the same way you swap tyres on a car. Workplaces that try to control human nature become miserable fast. People who talk about themselves in terms of their title freak us out: "I'm a developer, so I do things like this." No. You're a person first and a developer second. Show your true colours.

**"The one important thing I have learned over the years is the difference between taking one's work seriously and taking one's self seriously. The first is imperative and the second is disastrous." - Margot Fonteyn**



## not everyone is a Creative but **EVERYONE IS CREATIVE**

Creativity is a quality, not a title. So don't ever say, "I'm not creative". We will find the creativity inside you and drag it out, kicking and screaming. We don't put our energy into questions like, "Should we leave it up to the 'Creatives?'" Instead, we ask questions like, "Think again" and "How can we do something unique and innovative that works for the client?"



## nobody's going to hold your hand

This is a busy place, and you'll often be on your own to figure things out. Don't be afraid to ask for help, but don't rely on others to hold your hand. You might be tempted to say something like, "It would be nice if someone would document that process or clean up the project file or folder". At Lightswitch, you are that someone. If you want to update, change, or fix something, go for it. Seriously. Just make sure you're not messing up someone else's working style. Every awesome thing you see is like that because someone here decided to do it.

# human truths

**Truth #1** Humans are not perfect. Don't be afraid to fail. And when you do, you might as well fail forward. This is how we grow and learn.

**Truth #2** Humans have voices. Yours is as valuable as anyone else's. Use it. Singing out loud is encouraged and it happens often.

**Truth #3** Humans are unique. Do you love Miley Cyrus? Do you want your desk covered with sunflowers? There's no need to hide it. Be yourself. That's how you'll fit in here.



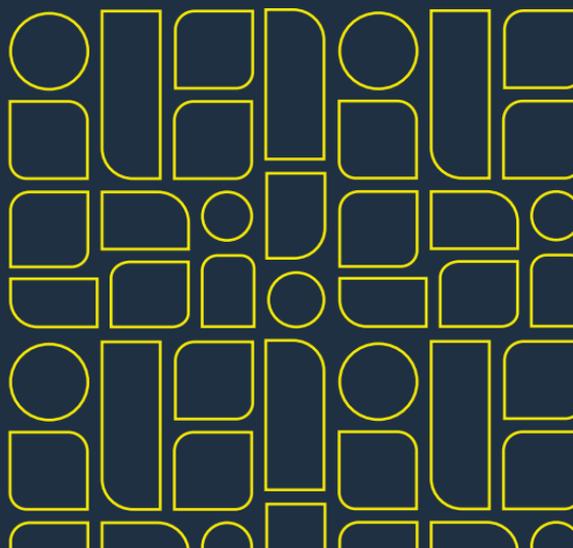
# LIGHTSWITCH DAILY LIFEHACKS

- ☐ Make someone smile today.
- ☐ Failing to plan in the morning = planning to fail in the day. Prioritise your time.
- ☐ Correctly reflect and log your work on Jira.
- ☐ If you say you're going to do something, do it!
- ☐ Fail forward - don't make the same mistake twice.
- ☐ If you need help, ask. if you fail without asking for help it is you who's at fault.
- ☐ Innovating today allows efficiency tomorrow.
- ☐ Be prepared for all meetings.
- ☐ Respect our clients. They are the people who pay our salaries.
- ☐ Be a champ, offer to make someone tea or coffee.

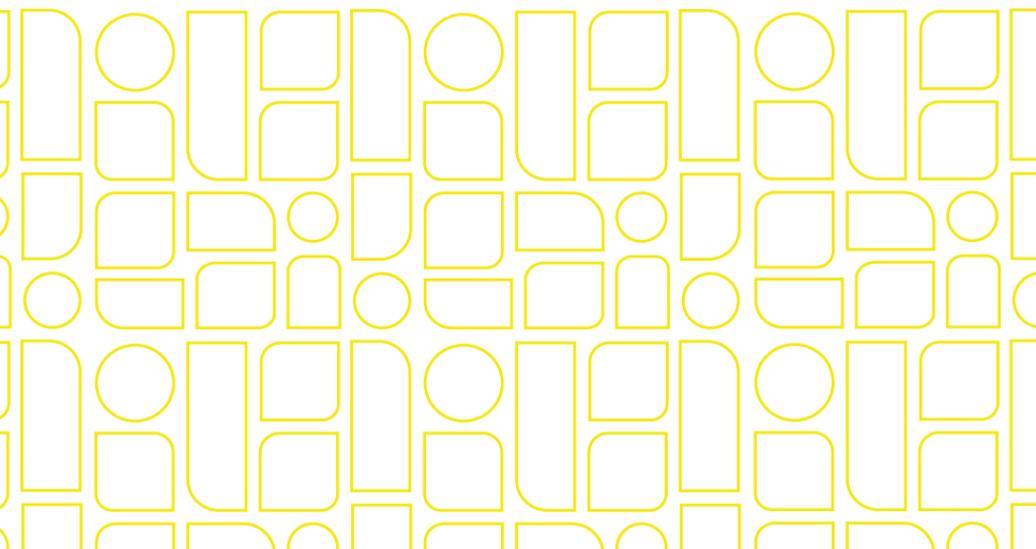
**HUMANS ARE NOT**

# RESOURCES

Human resources. What an awful phrase. We don't have an HR department. We have HD - human development. The HD motto is 'Keep the humans happy' and we do that by treating everyone as if they are family. We will invade your space, ask loads of questions and more than likely annoy you from time to time, but that's how families are. Our intentions are to see you grow to your best self.



# OUR WORK CULTURE AND OFFICE ENVIRONMENT



## WE WORK TOGETHER

We insist on working collaboratively. No rock-stars. No departments. Just teams! The whole team owns the whole project, together.

## WE'RE NOT BIG ON HIERACHY

We don't run according to traditional organigrams. The reason is that a traditional hierarchy forms a bottleneck: One person has to ask someone else's permission to do something, and then that person has to ask someone else's permission, and so on. The whole process is just a waste of time and it prevents people from building things quickly. You have mentors and collaborators, not dictators. In other words, you may have a boss, but you'll never get bossed around. And we all make things here. If you've come to climb a ladder, you're in the wrong place. Those who show up and tell other people what to do don't last long.

## LOCATION, LOCATION, LOCATION

Watch the following video before going further & always remember to LOCATE YOURSELF.<http://conscious.is/video/locating-your-self-a-key-to-conscious-leadership>

## HARD WORK? ALL WORK IS HARD

Hard work doesn't kill, it pays off. There are going to be times that projects go astray, time wasn't estimated correctly or you've made a few mistakes that have meant that the deadline is fast approaching and it's clear that it will be missed unless you take evasive action! In times like these, we ask that you dig in, do what's needed to get the job over the line and trust that we will take care of you in return. If you've had to invest personal time into a project, we will give it back to you... with interest.

## PLAY IS VERY IMPORTANT

When you walk through our doors, you enter an environment where work and play often intertwine. But there's a difference between being childish and child-like. We are adults. But that doesn't mean we can't have fun. There's no reason to pretend you're busy. You don't need to hide the video you're watching if someone walks by your desk. No one is monitoring the websites you look at. We aren't going to take notes on how long you are taking to eat your lunch. Just make sure that you are on top of whatever project you are working on and have logged your time correctly on the Jira. Before you think that this is contradictory, the time tracking isn't here to measure you or reflect against your performance. It's primary function is to protect us as a team when clients query invoices months down the line. It also helps to create data.

# WALK THE WALK

**don't just talk the talk**

## **WALK THE WALK**

This is something we want everyone to understand. If you say that you are going to do something, then do it. You will find that there are two types of people in this world: those who do what they say they are going to do & those who don't. At Lightswitch we are the type who do what we say we are going to do. The best way of making sure that we can be kept accountable to this ideology is to:

**Make sure that you and the customer are on the same page, make sure that you both know what's expected & that it is correctly documented.**

**Always build in a little room for movement. Things have a tendency to go wrong, it's all about having the time to get things back on track.**

**Don't promise things you can't achieve. Make sure what you say you will do is actually do-able.**

**Don't always say YES. If you aren't 90% certain that something can be done don't say it can. You will be the only person with egg on your face if you do.**

# THE WALK

## **EQ is invaluable**

Much of the work we do is technical. But there's another skill we all need to have: the interpersonal kind. It isn't optional. Some people like to pretend that the technical work is all that matters. They're wrong. This isn't Rambo; there are no teams of one here. We know that sometimes it can be difficult to work with others. Our solution is simple - get to know everyone. We are a team of people who have many dimensions. Understand who they are and it'll be much easier. You are part of a team, and the health and harmony of your team is part of your job.

### we're not big for a reason

Every decision about how to structure a company has some upsides and some downsides. When you find something that's a little frustrating about how we work, remember that it's likely the result of something else about this place that you love. We've kept our company small for a reason. We love that we can all sit in the same room and know each other intimately. It also means we've had to sacrifice the economies of scale but we don't mind. Sometimes things break or get dirty. We don't have teams of people sitting round waiting to clean up when that happens, so it's up to you. If you use or dirty something, clean it up.

don't make a ten  
person company  
feel like a

100

person company

We're glad we don't work at a place where all the developers and project managers sit in different cities. Try not to complicate communication. There's no need to send an email to the person sitting one row away. If you need to chat to someone, just pop them a hangout to see if they are free for a quick chat (so that you don't interrupt their work and thought flow).

# CHECK INs

Around here we are a people based organisation. For that reason, we like to know if you're okay, or if there's something bothering you. Every few weeks you'll have the opportunity to sit down with someone and chat about how you are doing in your team, what you are enjoying and any issues or concerns that you may have. This allows us to keep a 'pulse' on how everyone is doing and to ensure that we are thriving and growing. You are also free to chat with us at any time during the day/ week if there's something you need to talk about.

## face to ɔɔɔɔ

Face to face is always the best form of communication. A phone or Skype call comes in second, with email falling at the back of the pack. At Lightswitch, email is for confirmation - NOT COMMUNICATION.

## **We all sit together**

At some companies, they make you go to a different floor (or building) to talk to someone outside of your team. That terrifies us. And it's why we have an open floor plan. You are surrounded by smart people who possess very different skills. Talk to them. Learn from them. Grow with them.

## **giving back**

We value volunteering, so if you are keen to get involved in some kind of initiative, come let us know about it! We are happy to help out and give you some additional time in the hope that you can do a little bit more for society than you could have done previously.

## player of the month

We are as competitive as we are loving so once a month you will be asked to submit your recommendation for the Player of the Month. Each submission will need to be substantiated with why you believe your teammate has stood out for you. Was it persistent hard work or simply that you'd noticed that he or she has been burning the midnight oil? Did they shine in a project that you were working on together or did they simply do something that impressed the socks off you? You will be asked to send through your nominee to the PM (who cannot be nominated) who will then tally the votes. The winner is proudly named on the first friday of the month over wine and snacks.

# LIGHTSWITCH OFFICE AWARDS

Sometimes work can be tough and more often than not, added pressure comes from clients who add stress to your day. Some clients think they are your only client, some think they know everything and some are just downright difficult. We all need to find coping mechanisms or pick-me-ups after these encounters, which was why the 'Lightswitch Office Awards' were created. The awards come in the form of a sticker that a colleague may pop onto your shirt after witnessing your tough interaction with a client. Anything from 'I didn't laugh when my client tried to get technical about things they know nothing about' to 'I have perfected my phone voice'. These awards are merely a small token to lighten the mood and set your day back on track, instead of your bad experience causing a rain cloud to sit over your head for the entire day. If you see another person that may be deserving of a sticker, go and give one to them. If you have an award-worthy encounter with a client that does not yet possess a sticker, let the designer know and they will create a new one for the occasion. Work gets stressful sometimes and it's important to giggle a little and to not to take life too seriously.

## Examples include:



I have perfected my phone voice.



I kept my composure when my client asked me to redo what I just took away at their request.



I stayed calm when my client expected their deadline to be met after providing no content.



I didn't laugh when my client tried to get technical about things they know nothing about.

## **GREAT LIGHTSWITCH BAKE-OFF**

At Lightswitch we promote healthy eating, but if you happen to possess some mean baking skills (or if your mother/brother/ neighbour is a good baker) we encourage you to use us as your guinea pigs - we will happily offer our opinions on any cakes/ biscuits/tarts that you bring to the office for us to consume. As far as cake focus groups go - we are up there!

## **THE DOUCHE JAR**

We're mostly a well behaved group of adults, but every now and then someone might slip and say something grossly offensive or inappropriate. The same goes for behaviour - if you feel like someone has committed an offense, you can write their name on a piece of paper and put it in the DOUCHE jar. At the end of the month the names will be tallied and whoever has the most offense s against them has to bake something spectacular for the office.

# LIGHTSWITCH CENTRAL

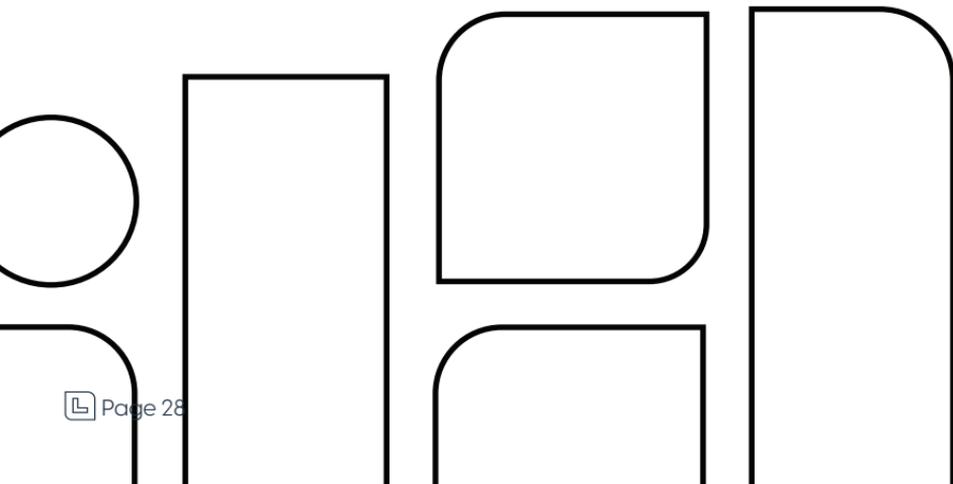
Do you want to know when it's the boss's birthday, or when the next work social is? Do you want to display an inspirational quote for the office to see? Then Lightswitch central is where you want to be! Everything you need to know about who the Player of the month is, when the next bring your pet to work day is and who the new person starting on Monday is will be displayed at Lightswitch Central. Want to add something to Lightswitch central? Just run it by HD, and then add away!

# GET OUT OF YOUR SEAT

It's unhealthy to stay seated in the same position for eight hours. It's also terrible for productivity. You're not chained to your desk. Move around. Grab some coffee. Play fetch with a dog. Meditate. Call your parents. Make a sandwich. Go for a walk. Do yoga. Hit the gym. Get a haircut. Buy some new shoes. Sing a song. Get a snack. Do your laundry. Go birdwatching. Dance. Write a poem. Learn to juggle. Draw a picture.

# WE ARE A QUIET BUNCH

Let's not forget that we're digital natives here, and many of us are stuck nose-deep in code, are plugged into headphones or are simply quiet folks. Once someone's settled in and working, they often don't break their gaze to greet you as you pass by. They're not being rude, they're just plugged in.



According to science, the best noise level for a creative workspace is somewhere around that of a vacuum cleaner. Hence, tunes. But if you need some quiet time, don't feel guilty about finding a hideout or popping on some headphones. Sometimes, you need quiet not for your own peace of mind, but because we have a guest who doesn't want to walk into a meeting and have to shout over the sounds of Wu Tang Clan.

# NOISE

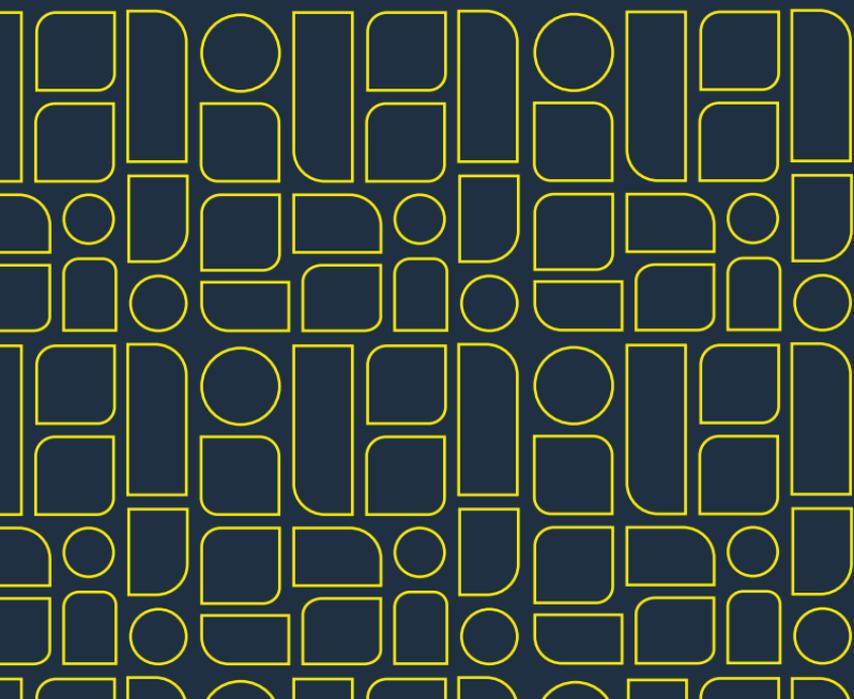
## dogs: we have them

Studies have shown:

- When dogs are around, most people feel relaxed and happy.
- Being in the presence of a pet, for instance in the workplace, lowers blood pressure and cortisol (stress) levels while heightening endorphins and oxytocin, the hormone linked to maternal bonding.
- It's healthy for a dog to be with its owner throughout the day.

Things to know:

- Dogs will be dogs. Most of them aren't afraid to steal your sandwich, so keep food away from the edge of your desk.
- It's not unheard of for a dog to wander into a meeting & sit on your client's lap.
- In the winter the dogs will wear sweaters. Deal with it.



**THE NITTY  
GRITTY** 

## THE KITCHEN(ETTE)

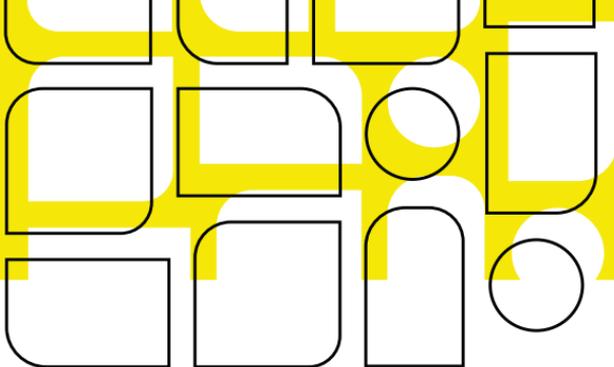
It may be small, but as they say, BIG things happen in small places. The kitchen is known to be the place where friendships are formed and forged for life! It's also the place where we keep our food and prepare meals during the day. If you want to keep something in the fridge, label it - otherwise we can't guarantee it's safety! This isn't a science lab so remember when you've left food in the fridge. The fungi-filled containers are not seen as fun things to play with. If you bring your food in a tupperware, please take it home. Once a month we host a tupperware party. If you haven't claimed it, someone else will!

## GET ALL YOUR VITAMINS

We have fresh fruit delivered to the office weekly - this is for everyone to share. We also have cereal available in the kitchen. We do this because we care about each other and know that if we don't force you to eat fruit, you probably never will! Scurvy is a real thing! That said if we run out of anything, just write it on the shopping list in the kitchen (the same goes for milk, toilet paper etc).

## **the place where clients are wooded and brains come together**

If you need the boardroom for a meeting, you'll need to make sure it's properly booked. Meetings are never easy for us, but trying to have two in the same space at the same time just about makes this impossible. As we are all adults, and are capable of cleaning up after ourselves, we expect everyone to leave the boardroom is the same way that they found it. If you find the board room is a mess (coffee cups and mug stains on the table) find out who used it last & put their name in the douche jar.



## **SLOW LOUNGE**

Things get tense in the office but we don't want you losing your marbles so take a few moments out of your day to go to the Lightswitch SLOW LOUNGE to unwind (or sleep in if you're Aidan or Mike). Feel free to use it to have a friend over for tea/coffee during the day. Just remember to leave it the way in which you found it!

## **TIME MONSTERS**

If you need to book a doctor's appointment/drop you mom at the airport/help your friend take their dog to the vet during work hours, we would prefer it if you made those appointments for early morning (come into work a bit late) or late afternoon (leave work a bit early) instead of in the middle of the day.

# BE RESPONSIBLE WITH YOUR TIME

We are all contracted to work a 40 hour work week, with a 30 minute lunch break a day but we don't like to do everything by the book so we are throwing the ball to you.

If you don't need to be at work, then we're not going to ask you to be. If you can get everything you need done, projects are ahead of schedule and you've communicated with your team then go home & do the things that make you happiest!

- We often create our own pressure in life so it's important that we find ways to relieve it. This needs to start by you being in control of your own time. Maximising how much you can get done without compromising quality & speaking up when anything slows you down always leads to good things.
- There are times that deadlines will require us all to work late, but you can take this time back during less busy periods.
- Again, communicate when you have been working overtime and suggest when you would like to be given that time back. As long as communication lines are kept open - you can plan your time as you wish.

**For more clarification, read this case study on a superlative work member "Floyd":**

***Floyd is an example of someone who is a champion when it comes to billable hours. He gets the job done and the results are on the Worklog Wonderland to prove it. Floyd plans his day every morning and even fits in time to help those around him. He is not afraid to graft harder and longer when a project comes around that requires extra stamina. With hard work comes much respect, so when Floyd needs some down-time the answer is an obvious YES because of his great diligence.***

# WORKLOG WONDERLAND

The Worklog Wonderland is your best friend here at Lightswitch. If you like sport, it is the place at work that provides the boundaries for fun, challenges and well documented communication. It is the JakeWhite of rugby where you get to be technical to develop a strategy to win at every project you are a part of.

- We start with 'Sprints'. Ours are two weeks long. We touch base once a week to see how the team is doing with the tasks allocated to them in that sprint. We see what our capacity is and how well we are using our time within that given capacity.

Your tasks are created in the Worklog Wonderland and they

- fall part of an 'Epic' which you can log your time to.

You can press play for when you start working, pause as well as

- stop. You enable yourself to zoom in on what is taking up most of your time and you learn to plan for success - after all, those who fail to plan, plan to fail.

Time-logging is a whole other topic but we like to show off at

- how well we use our time here.

You have your own dashboard that you can customise with

- many gadgets - it is a fun place to explore.

Don't be afraid to ask for help. It seems daunting at the

- beginning but as long as you focus on time logging, sprints and tasks, you are well on your way to absorbing all that the Worklog Wonderland has to offer.

# AESTHETICS ARE IMPORTANT

We always make sure our projects work and that they function in the way they are supposed to, but it's just as important that we make them beautiful and that the people using them think "WOW". The quickest way to a beautiful project is team work. Don't be scared to bounce ideas off the rest of the guys in the office, we make a great focus group.

# TAKE CARE OF THE SPACE

We love our offices. We've got dogs scrambling around, stress relief balls mid-flight, and even a miniature basketball hoop (when Keelan hasn't pulled it down). We treat this place like a second home, therefore we need to take care of it accordingly. Please just keep your area clean and tidy. And remember to recycle!

## **we are all students; we are all teachers**

This has nothing to do with seniority. We all snatch the pebble from each other's hand. The idea of the student becoming teacher and teacher becoming student is one of the greatest aspects of what we do. We share and learn from each other, daily. And while we don't expect you to hold anyone's hand, we encourage you to be a mentor as much as possible. You might even learn a thing or two yourself.

## **our clients are part of the team**

Just like we pay our dentist, our clients pay us to do the things they can't do by themselves. Let's do them well. It won't always be fun & games when it comes to these relationships, but we should always work with our clients, not for them, and definitely not against them. They need us and we need them. In fact, it's best to avoid using the word 'client' whenever possible. Use their real names. It'll remind you that we're all just human beings attempting to do good work.

## **be respectful, but don't be delicate**

We've found that the best creative breakthroughs happen when people can have a passionate disagreement about an idea, not when they spend weeks tiptoeing around each other. Don't be afraid to speak your mind. Just be honest and respectful.

## **avoid meetings if they can be avoided**

Meetings are the affliction of the workplace. A two-hour meeting with six people doesn't waste two hours. It wastes twelve hours. If all else fails and you absolutely must have a meeting, clearly state the purpose up front. If you can't think of one, you probably don't need to have it. And if you ever, EVER find yourself in a meeting about a meeting, lace up them kicks and start running. We get paid to make stuff, not to talk about making stuff. If a meeting needs to take 5min, schedule it for five mins! If a meeting cannot be avoided, make sure that you are always prepared for it. Nothing wastes time and erodes credibility more than people who are unprepared. A golden rule of thumb is to always be prepared for meetings.

## a note on music

The one thing we love as much as coding is music. That's why we have an anonymous, crowdsourced office playlist. It's rad. A few ground rules:

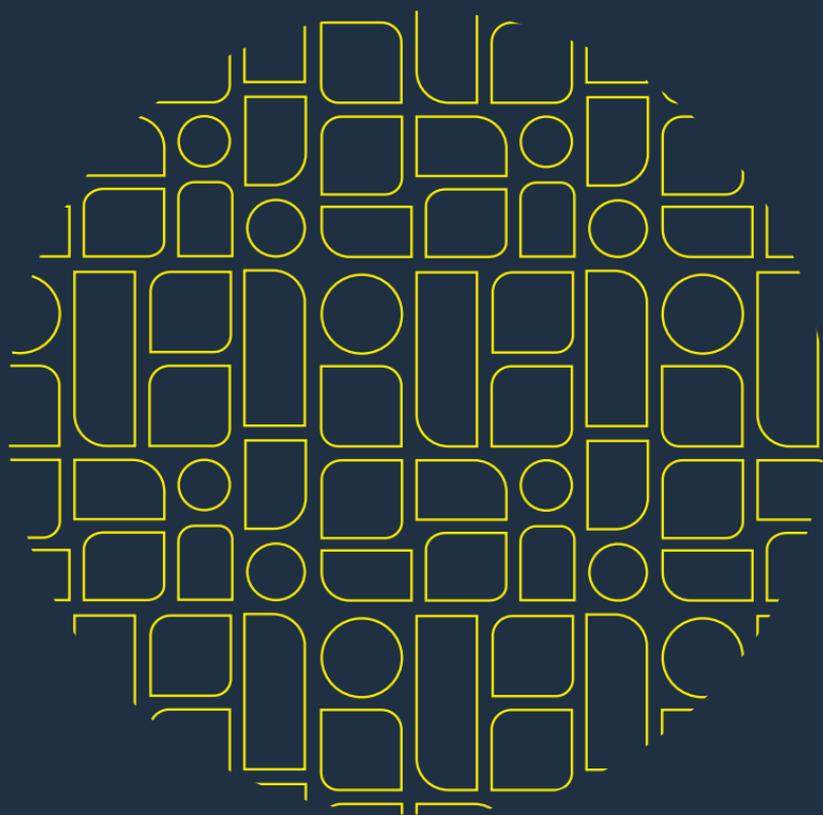
- Don't skip songs. Not cool, man.
- Don't kill the vibe. If it's reggae morning, don't make it 80's night.
- No more than a dozen or so songs at once.
- Most importantly, participate. Tastes vary widely in this crew, so don't be shy about playing anything you're in the mood for. If all else fails and you can't stand listening to the Jazz music someone requested, then plug in your headphones.

## weekends

Our space belongs to all of us. You're welcome to come by on the weekend. Just be responsible. Lock the doors. Turn off the lights. Take care of the environment, k?

## we change

Nothing is sacred. From our habits to our rituals to our environment. Change is a natural part of human life, and we prefer to embrace it.



# FREQUENTLY ASKED QUESTIONS

## **Why did someone throw a paper plane at me?**

It's just their way of showing affection.

## **I don't like this song. Can I skip it?**

don't even think about it.

## **Can I decorate my desk with sunflowers?**

yes. you are a unique sno flake and we encourage you to express yourself.

## **It seems like everyone is reading each other's minds. how do I do that?**

we use gmail hangouts a lot. You'll see.

## **What's fair game to eat in the kitchen?**

we get snacks delivered every Monday. if you want to keep some personal food in the kitchen, grab a marker and write your name all over it. unmarked snacks = fair game. have at 'em.

## **Can I take a nap?**

sure. just get your work done.

## **Can I erase that writing on the wall?**

if it says 'don't erase', leave it be.

## **Can I come in on the weekend?**

yep. just make sure to lock up when you leave.

## **Do i need to sit at my desk?**

not at all. you're free to move about as you please. if you work at a desktop machine, you're going to have a hard time taking it with you. this is why we have notebooks.

# **That dog looks hungry, can I feed it?**

no. unless it's yours. then maybe.

## **Who controls the music?**

we all do.

## **My boyfriend/cousin/mum/dad/landlord is coming to town. Can I bring them by?**

didn't you read the section on how everyone is welcome?

## **how do I know who else in the office is a gamer?**

ask 'em.

## **Is it cool if I put on headphones?**

indeed. we encourage it.

## **It's too hot/cold in the office. Can I change the thermostat?**

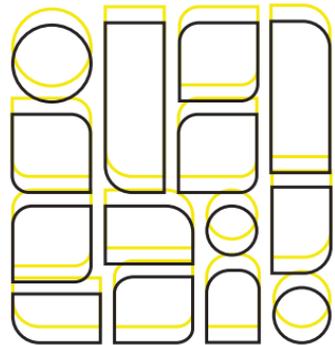
you are very welcome to turn the aircon/heating on, just check for a general office consensus first.

# **Can I get a package delivered here?**

sure.

# **if all else fails**

just work hard and be nice to people. the rest will sort itself out.



**When you were  
younger, what  
did  
you want to be?**

**An astronaut?  
A ballerina?**

**And where are  
you now...?**

**You are here, at Lightswitch.** An open space where we work at turning dreams into realities daily. We build awesome, life-changing things. We do that together. We are a workplace where a child-like spirit and teachable attitude is admired. Here, we want you to have fun, laugh from your belly, we want you to grow and we always want you to dream. You are one of us now.

# Welcome...

lightswitch.

