|  |  |  |
| --- | --- | --- |
| EQUIPMENT, FURNITURE & FIXTURES |  | * Eco-friendly packaging supplies
* Tables and shelving units
* Mixers, molds and cutters
* Digital Thermometer and scale
* Printer, laptop and mobile card reader
 |
|  |  |  |
| FUTURE EXPENDITURES /TECHNOLOGY REQUIREMENTS |  | * Budget for potential expansion of workspace
* Payment processing tools for the website
* Label printer for custom packaging
 |
|  |  |  |
| RESEARCH AND DEVELOPMENT |  | * Collecting customer feedback to improve products
* Developing seasonal or themes collections
* Testing new formulas
 |
|  |  |  |
| ENVIRONMENTAL COMPLIANCE |  | * Plastic-free and 100% biodegradable packaging
* Use of sustainably sourced, natural ingredients
* Education and encouragement for eco-conscious customers
 |
|  |  |  |
| GOALS AND DAY TO DAY ACTIVITIES/key ACTIONS TO ACHIEVE GOALS  |  | **Goals:** Offer high-quality, eco-friendly, and customizable soaps, maintain a 95% customer satisfaction rating, achieve monthly sales of 250+ units by end of year 1,b uilds long-term relationships with retail partners and customers and Increase social media engagement by 10% monthly**Day-to-Day activities:**  Producing small batches of soaps (measuring, mixing, molding, cutting, drying)Packing and labeling customized orders, responding to messages and custom request, posting and interacting daily on social media, preparing and delivering orders, and inventory tracking and ingredient restocking |

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| --- | --- | --- |
|  LOCATION |  | Essence of Grace is a Home-based business, located in Terrace, BC. With access to local markets and support flexibility in production and delivery |
|  |  |  SIZE AND CAPACITY |
|  |  | The production area is small with space for storing materials, handcrafting soaps in small batches and packaging. Ideal for artisanal scale production |
|  |  |  ADVANTAGES OR DISADVANTAGES |
|  |  | * Advantages: proximity to local community and markets, flexible schedule and Low operational cost.
* Disadvantage: Not suitable for large-scale production without future upgrades and limited space for storage and expansion.
 |
|  |  |  LEASE OR OWNERSHIP DETAILS |
|  |  | The operation in home-based, currently no lease is required. In the future to accommodate business growth, a commercial space may be leased |



Essence of Grace -Operating Plan

##

Essence of Grace -Human Resource plan Plan

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| --- | --- | --- |
| **NAME OR TITLE (Nº OF POSITIONS)** | **KEY RESPONSIBILITIES** | **QUALIFICATIONS** |
| Founder/Creative Director  | Product development, soap making, branding, marketing and client comunication  | Passion for naturak skincare, creativity, business sense |
| Packaging Assistant ( future hire) | Help with wrapping, labeling and shipping during high-demand season | Attentuion to detail Organizacional skills |
| Web designer ( part time)  | Updates sit, manages products linstings and checkout system | Web design skills, e-commerce experience  |

## KEY EMPLOYEES

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| --- |
| Future team expansion will depend on business growth. |

###

##  ADDITIONAL

## INFORMATION

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| --- | --- |
| Hours of operations | Monday to Friday, 9: 00 AM-5:00 PM, Occasional weekends for craft fairs and events. |
| Number of employees | 1 Current ( founder)2 to 3 additional (freelance/seasonal as needes) |
| Vacationprogram | The founder manage her oun schedule. Seasonal staff are contracted per project and receive unpaid off when needed. |
| performance assessment | Performance is reviewed based on task completion and costumer satisfaction. Infromal feedback is provided regularly. For long term roles formal reviews will be held every six months. |
| Training & development | New workers will receive training in soap handling standars and eco-brand values.For the founder- Ongoing TRAINING IN ADVANCE soap-making techniques and product sasfety and participation in workshops focused on budgeting, inventory and day to day operations opf a small business. |
| Remuneration and benefits | Web designer: Paid per project Seasonal workers : Hourly wage $18.00Founder: Retains all profits after expensesBenefits( flexible schedul, learning opportunities, positive eco-focused environment) |

### POLICIES AND

###  PROCEDURES

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| --- |
| Before Essence of Grace can start selling handmade soaps, the business must be properly set up. This includes sourcing high-quality, natural ingredients, purchasing production equipment, registering the business legally, and launching an online store. Social media pages need to be created to begin brand awareness and community engagement. All packaging and branding materials must be ready so customers can receive a polished and eco-friendly product from day one. |



Essence of Grace - Implementation Plan

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| --- | --- |
| Action | By when |
| 1. Build and launch website
 | March 2025 |
| 1. Source ingredients and supplies
 | April 2025 |
| 1. Register business and set up banking
 | April 2025 |
| 1. Finalize packaging and branding
 | May 2025 |
| 1. Begin marketing in social media
 | May 2025 |
| 1. Attend local market and take first orders
 | June 2025 |

###  ADDITIONAL INFORMATION

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| --- |
| At Essence of Grace, we’re passionate about making the world a better place. We reinvest our profits into developing products and practices that have a positive impact on the environment. We are committed to growth that is beneficial to the local community and we are dedicated to maintaining our eco-friendly values throughout this process |