



THE CRAFTHUB SCIO	
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STATEMENT OF GENERAL BUSINESS PRINCIPLES

The Crafhub is fully committed to conducting its business in the most professional and ethical manner. All Directors, Employees, Members and Volunteers of the business are required to conduct themselves appropriately while representing the company.

VISION

The objects of the Company are to carry on activities which benefit the community of Rousay, Egilsay and Wyre and in particular (without limitation) to:

Carry out a number of trading activities and community initiatives with the intention to provide employment opportunities, goods, services and premises for the benefit of the community of Rousay, Egilsay and Wyre and beyond.

To provide a community café – arts and crafts retail – arts and crafts workshops

RESPONSIBILITIES

Employees	<p>People are the company's biggest asset and we will support and develop our voluntary and salaried staff– we will adhere to our Fair Systems of Work, Equal Opportunities and Young Workers policies – as we continue to build a flexible, inspirational and creative environment that supports people of all ages and abilities.</p> <p>Employees must avoid conflicts of interests between their private activities and their part in the conduct of company business.</p>
Members	<p>Our members are invaluable to us and are an important part of our decision making – their feedback and support help to decide how we develop and improve our services to benefit our community. Information on how to join our membership can be found on the website and further details in the company's articles of association</p>
Crafters and Artists	<p>We support and encourage local artists and crafts people by providing a retail platform to sell their goods without additional business costs and opportunities to run participatory workshops by engaging with our local community – Retail operates on a sale or return basis where the Crafters and Artists set their price The Crafhub add on a fee in line with other craft outlets operating in Orkney. This covers our costs to manage resources, admin, sales, accounts, payments, website, retail and packaging and post.</p>
Suppliers	<p>The Crafhub is committed to understanding and managing the environmental, economic, and social impacts of our operations through the delivery of sustainable solutions. It is our policy to look for consideration of social, environmental, and economic impacts with our suppliers and we seek out those that have an environmental and ethical conscience</p>
Customers	<p>Without customers there would be no business and we pride ourselves in giving a personal service. It is our responsibility to listen to what our customers want and act on feedback. We aim to provide an honest and fair service while keeping the costs as low as possible</p>

HEALTH SAFETY

The Craffhub is committed to achieving high standards of Occupational Health & Safety and welfare for all its employees, customers and members of the public that may be affected by its operations. More details can be found in the Health & Safety Policy

In addition, the company commits to high standards of environmental protection and sustainability

ENVIRONMENT AND SUSTAINABILITY

Wherever possible we will support our local makers, tutors and businesses that supply us with locally made products and services

Wherever possible we will buy organic, fair trade and sustainable products and ingredients for the items we produce ourselves.

We will endeavour to operate in an environmentally aware and sustainable way

We will take advice to improve and work towards the governments Net Zero targets

Wherever possible we will buy products that are environmentally friendly and use suppliers that are environmentally aware.

WORKING RELATIONSHIPS

We hold membership of several groups that complement our ethos and we actively seek out mutually beneficial partnerships.

We insist on honesty, integrity and fairness in all aspects of our business and seek to build relationships and work with others sharing the same values.

The Craffhub will conduct its business as a responsible organisation and take constructive interest in community matters which may or may not directly relate to the business.

Signed

Name and Position

Date