

# Business Continuity During COVID-19 Partnership Case Study

[Zest](#) is a social enterprise Cafe based in St Andrews, Fife. They offer support to people facing barriers to employment by providing a friendly, inclusive workplace to learn & develop as well as catering good quality produce for the local community.



Zest Mission - To create meaningful work and learning opportunities for people with barriers to employment by embracing diversity and social inclusion. We aim to take a holistic view of the whole person and put people above profit

Zest has worked in partnership with [Workplace Team](#), demonstrating their commitment to worker health, safety & wellbeing.

Recently, Zest have spoken of their implemented continuity plans to protect the business, it's workers and it's customers.



## Key Points

- **Quality Work Placements**
- **Disability Confident Employer**
- **Collective Appraisal**
- **Worker training & development**
- **Contingency Planning**
- **Worker health, safety & wellbeing**
- **Business Integrity**
- **Environmental Respect.**

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In June 2020, the business owner developed Long COVID. The main symptoms of this meant she could not manage the business as she had previously.

## Strategy Considerations

- **What would you do if you were 'out of action'?**
- **Who could take over your role?**
- **How could the business continue to function?**
- **How would suppliers & wages get paid?**
- **Do you have a 'Plan B' for business supplies in case of service issues?**

The forward facing strategy developed & implemented aims to:

- Mitigate Risks
- Ensure Stability
- Maintain & Build Resilience

The strategy is underpinned by the principals of social, economic and environmental sustainability and supports Zest's business objectives:

## Zest Objectives

- To provide value and quality to our customers
- To offer outstanding support & training to our workers
- To increase our social good in the community
- To decrease our social cost through ethical sourcing
- To generate profit to allow us to be self-sustaining with continual improvement.

Lisa at Zest says:

*'Contingency planning protects the business, it's workers and the brands reputational value within it's community.'*

Workplace Team congratulate Zest on their efforts to protect business continuity whilst being considerate to worker needs and community values.

This is an example of good practice which benefits workers and makes good business sense.