

Parker Interior Plantscape, Inc.

Sector: Services | Size Range: 50-99 Employees | Interviewed: 4/16/2020

The Company

Parker Interior Plantscape services and guarantees living plants in offices. The majority of their employees service plants, while the remaining employees do administrative and leadership work. Office plants have been proven to reduce stress, remove harmful contaminants from the air, reconnect people with nature, and improve employee and guest perceptions of comfort, safety, and health.

Health and Safety in the Office

The main office stays minimally staffed and administrative employees telework. The President regularly goes into the office and accounting and billing staff members will go in every so often to pick up checks and handle financial matters. Their leadership stays on top of HR and legal information through emails from law firms and the news. They have implemented a safety protocol and response plan to minimize risk to their employees and clients, including regular shipments of masks including our own in-house hand made face coverings.

Furloughs/Layoffs

COVID-19 began to impact their operations as the offices that they service began to close their doors. While we initially had furloughed and reduced hours for employees, we were able to retain all of our employees through the PPP. Employees who service plants may have had their hours reduced as their accounts closed due to office closures. Leadership at the company keeps in contact with furloughed employees and communicates regularly with employees.

Impact of Uncertainty on Business Operations

As their business depends on offices being open, uncertainty of when offices will reopen has been a big challenge for Parker Interior Plantscape. On an industry level, office closures cause problems further up in the supply chain - their suppliers have live plants that they cannot ship due to a lack of business. The reopening of businesses will create challenges of its own. By the time their current clients' offices reopen, they anticipate tens of thousands of live plants will already be dead. Some clients may stop using their services due to budget cuts. For clients that do return, the company would experience a spike in demand all at once. Uncertainty about the timing of office openings further complicates matters. The holiday season is a busy time for them in a typical year. Businesses place orders to obtain plants and holiday decorations for the holiday season. The timing of office re-openings could interfere with their holiday business, since many factors come into play: the availability of plants and custom holiday décor from their suppliers, the question of

whether their clients will all return, and the question of whether business will place their holiday and non-holiday orders at the same time.