

DENSO North America Risk Minimization Toolkit: Pandemic COVID-19



Disclaimer

The information contained in this document is for DENSO utilization and is a consolidated summary of our efforts. It may not be applicable to all situations, functions or businesses. This material is not intended to be exhaustive, but rather it contains details that can support additional creative risk minimization measures. When using this document it shall be used in conjunction with legal, subject matter experts, (Safety, Medical, Human Resources, etc.) and leadership teams. This is a living document, which will be updated as creativity expands and knowledge is gained.

Any federal, state or local guidelines supersedes this document.

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Issue Date	Comment
April 30, 2020	Initial issuance of toolkit to provide guidance to DENSO NA.
May 19, 2020	Update to NA travel policy
June 25, 2020	Update to carpooling guidance
November 11, 2020	Update to disinfection protocol
July 1, 2021	Update to reflect changes made in the rollback of risk minimization procedures/policies. Aligning with federal, local and state guidelines.

Five (5) Core Actions for Risk Minimization

The following are five core actions to help reduce the risk of spreading COVID-19.



1. Monitor Your Health (See Appendix A)

- Stay home when sick
- Answer screening questions honestly
- Check your temperature (<100.4 degrees F)
- Continue to monitor during travel



2. Social Distance (See Appendix B)

- Avoid crowds, confined spaces, close contact
- Guideline: 6 feet distance
- Barriers in place to create separation



3. Face Covering (See Appendix C)

- Follow DENSO US Face Mask Policy
- Non-US sites should follow their local agency guidance.



4. Disinfection Clean work areas (See Appendix D)

- Start and finish with a clean work area (before work, breaks, lunch and end of work)
- EPA Approved Disinfection Chemicals



5. Wash & Sanitize Hands Frequently (See Appendix E)

- Soap and water for 20 Seconds
- Before break/lunch
- Use Sanitizer
- Follow glove usage guidelines

Core Requirements for Risk Minimization

The following table is the minimum mandatory requirements for risk minimization of COVID-19.

[Reference: DENSO Associate Risk Mitigation Governance Policy for COVID-19]

Item/area		Policy/std.
1. Monitor Your Health	1	Admittance / Entrance Persons entering DENSO must complete a health exposure evaluation: Questionnaire/Self-screen @ entrance
2. Social Distance	1	Social Distancing Guideline of 6 feet (2m) separation should be maintained unless alternate protective measures are used
	2	Bathrooms Social distancing maintained with installed barriers
	3	Associate Separation while working A partition/barrier should be in place if Social Distancing cannot be maintained
	4	Meeting rooms / Asaichi areas Social distancing maintained <ul style="list-style-type: none"> ➤ Reduce seating ➤ Post occupancy levels
	5	Communal Areas Control and cleaning of communal items (disinfect after use) ie. <ul style="list-style-type: none"> ➤ Coffee Pots (Keurig) ➤ Microwaves ➤ Vending machines
	6	Break Room / Cafeteria Social Distancing maintained with limited and controlled self-serve food items. Consult local health department.
	7	Smoking Areas Social distancing maintained
	8	Office Partition should be in place if Social Distancing cannot be maintained (Use WFH, split schedule, etc.)
3. Face Covering	1	Face Covering <ul style="list-style-type: none"> ➤ Please refer to US Face Mask Policy. For Mexico and Canada, please follow your regional policies. ➤ Face masks will continue to be provided by DENSO. ➤ All individuals will be supported in wearing face masks if they choose, even if not required by their site.

4. Clean Work Areas	1	Workstations	Disinfect daily (before work, breaks, lunch and end shift)
5. Wash Hands Frequently	1	Hand washing	Wash hands as frequently as possible <ul style="list-style-type: none"> ➤ Before shift ➤ Before and after breaks ➤ Before and after lunch ➤ End of shift Hand sanitizing stations available

Unified Effort

Positive Actions to help Minimize Community Impact

DENSO NA locations shall convene a site COVID-19 task force team for events such as:

- Development of proactive actions to help prevent COVID-19 spread.
- Managing a case of COVID-19 diagnosed with an associate
- School closure due to COVID-19 absenteeism or illness
- Associate’s family member diagnosed with COVID-19

COVID-19 Task Force Core Members should include the following:

- Human Resources
- Production Control / Logistics
- Manufacturing (affected area)
- Communications
- Safety, Health and Environment

The COVID-19 task force should consider objectives such as:

- Reducing transmission among staff
- Protecting people who are at higher risk for adverse health complications
- Maintaining business operations, including cross training personnel to perform essential functions in the absence of key staff members
- Minimizing adverse effects on other entities in their supply chains
- Identify critical elements within the supply chains (e.g., raw materials, suppliers, subcontractor services/products, and logistics) required to maintain business operations.

Core Task Force Actions

The severity of illness or how many people will fall ill from COVID-19 is unknown.

When there is evidence of a COVID-19 (or similar) outbreak, applicable DENSO sites shall plan to be able to respond in a flexible way to varying levels of severity and be prepared to refine their business response plans as needed.

The CDC and its partners will continue to monitor national and international data on the severity of illness caused by COVID-19, will disseminate the results of these ongoing surveillance assessments, and will make additional recommendations as needed. Each site should closely monitor CDC and NASHE for any updates.

Each NA location should develop a communication plan to use for associates that have been confirmed to have COVID-19. This plan should include informing fellow associates of their possible exposure to COVID-19 in the workplace.

- Confidentiality should be maintained as required by applicable government regulations.
- Associates exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

Follow established HR guidelines regarding attendance, pay procedures, and work from home (telework) procedures related to COVID-19 impact. Policies and practices should be consistent with public health recommendations and be consistent with existing state and federal workplace laws:

Follow SHE guidelines for OSHA recordkeeping related to COVID-19.

Coordination with state and local health officials is strongly encouraged so that timely and accurate information can guide appropriate responses.

Establish a process to communicate information to associates and business partners regarding infectious disease outbreak response plans and latest COVID-19 information.

Response Team: Roles and Responsibilities

Leader Roles/Expectations

Treatment of Sick Associates (sick defined as having COVID-19 symptoms)

For purposes of this document, the term "associate" includes temporary workers and contract workers.

CDC recommends that individuals who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath, fever) upon arrival to work or become sick during the day shall be separated from other individuals.

Leaders should send sick associates to the plant medical group immediately. In locations where a medical group does not exist, contact SHE department for further instruction.

Sick associates should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

Associates should provide a healthcare provider's note to the plant medical staff to validate their illness and to return to work.

Leader Actions

Human Resources guidelines shall be followed regarding attendance policies. Keep in mind that attendance policies related to COVID-19 may be impacted by public health guidance. Leaders should ensure HR guidelines are effectively communicated to associates.

Leaders should not pressure associates to come to work sick or to stay at work if they are sick.

Associates who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [38° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).

Leaders should ensure they are reading all company related communications, such as posters, emails, and alerts. Sites should monitor state/local & federal regulations to ensure they are meeting regulatory expectations for health screening of associates.

Leaders should routinely instruct associates to clean their hands often. Washing hands with soap and water for at least 20 seconds is the preferred method to sanitize hands. If soap is not available, an alcohol-based hand sanitizer that contains at least 60% alcohol should be used.

Coronavirus Virus Disease 2019 (COVID-19)

Medical Response

Treatment of Sick Associates (sick is defined as having COVID-19 symptoms)

At DENSO facilities that have medical staff, staff should follow applicable medical protocols as provided by their employer or medical director.

If an associate presents to clinic with respiratory illness symptoms with a high suspicion for COVID-19, the associate should complete a Health Check Sheet. The medical staff (nurse or paramedic) should complete a Potential COVID-19 Exposure Tracking Form. The medical staff should question the associate about any locations and areas they have worked at or been in contact with in order to determine the areas that have been exposed in the work place.

If other individuals are in the clinic at the time the sick associate presents, the medical staff should isolate the other individuals and immediately assess the sick associate.

If an associate has a high suspicion for having COVID-19, the associate should be given a mask and asked to leave DENSO to be evaluated. The medical staff should notify Safety & Health immediately, who will then notify the Leadership Chain and Housekeeping. Based on the potential exposure area, Safety & Health, Leadership Chain and Housekeeping will determine the number of resources needed to clean the area.

Masks will be provided by the nurse to sick associates.

To the extent possible, sick associates should be kept at least 6 feet (2 meters) away from other individuals.

Sanitation/Disinfection

Please see Appendix D: Disinfection Measures and NA Governance policy for Isolation & Cleaning; NA SOP DAS-000226 for detailed information.

[Reference: NASHE SOP DAS-000226 Cleaning & Disinfection Procedure]

Returning to Work

<Return to Work Protocol - RTW>

NA sites shall establish a RTW process for associates that includes DENSO requirements for reporting and cleaning for various COVID scenarios. Sites should address each of the main elements of this document in order to ensure a smooth return to work process.

APPENDIX

The following APPENDIX pages provide examples and/or detailed information about a wide variety of issues that associates, managers, SHE/medical staff may encounter as part of responding to the current COVID-19 pandemic. The examples contained in the following pages are intended to provide guidance to NA sites as they work to address the challenges of operating in the current environment.

APPENDIX A: Monitor Your Health

- Reference NA Travel Policy for information regarding personal and business travel requirements.
- Reference NA Visitor Policy for information regarding non-DENSO visitors, contractors, etc.

APPENDIX B: Social Distancing

According to the CDC, Social distancing can be defined as a:

“Set of actions taken to stop or slow the spread of a highly contagious disease. The goal of social distancing is to limit face-to-face contact to decrease the spread of illness among people in community settings”.

Office areas:

Work from home is a key part of DENSO’s social distancing efforts in NA. For teams/ associates that work in an office environment all managers should work with their associates to consider:

- How to support working from home.
- Staggering essential working times to support social distancing in the office space.
- Spacing desk to comply with social distancing requirements (6’).
- If the desks/seating are not 6ft apart (min), physical barriers must be in place.

Cafeterias:

All cafeterias should be compliant with social distancing standards or provide physical barriers to separate associates. Other considerations should include food tray & silverware usage and handling.

Production Areas:

As NA sites begin the process of Returning to Operations, prior to production rates and site populations increasing, NA locations shall develop plans/processes to maintain social distancing within the manufacturing/logistics locations.

- Where social distancing cannot be maintained, physical barriers can be used to create separation. Face covers aid in source reduction and may not be viewed as separation by local health departments.

APPENDIX C: Face Covering

[Reference: DENSO US Face Mask Policy]

[US: Face Mask Policy - DENSO Media Center \(densomedia-na.com\)](https://densomedia-na.com)

APPENDIX D: Disinfection Measures

[Reference: NASHE SOP DAS-000226 Cleaning & Disinfection Procedure]

APPENDIX E: Hand Washing

According to the CDC:

Why we wash our hands: Handwashing with soap removes germs from hands. This helps prevent infections because:

- People frequently touch their eyes, nose, and mouth without even realizing it. Germs can get into the body through the eyes, nose and mouth and make us sick.
- Germs from unwashed hands can get into foods and drinks while people prepare or consume them. Germs can multiply in some types of foods or drinks, under certain conditions, and make people sick.
- Germs from unwashed hands can be transferred to other objects, like handrails, table tops, or toys, and then transferred to another person's hands.
- Removing germs through handwashing therefore helps prevent diarrhea and respiratory infections and may even help prevent skin and eye infections.

Instructions to wash your hands.

"Follow these five steps every time.

1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
4. **Rinse** your hands well under clean, running water.
5. **Dry** your hands using a clean towel or air dry them."

Glove Protocol

CDC guidance does not recommend double gloves when providing care to suspected or confirmed 2019-COVID patients.

APPENDIX F: Environmental Protocols

Each NA DENSO location shall establish its own environmental protocols for area cleaning.

Things to consider when developing environmental protocols:

1. Location and supply of cleaning chemicals
2. Roles & responsibilities for cleaning
3. Areas to be cleaned
4. Disposal of cleaning wipes and associated waste etc.
5. Dispensing of cleaning chemicals
6. PPE for dispensing and for cleaning
7. Develop signage / communication

Reference the following for cleaning & disinfecting:

- a. DENSO NA SOP-000226 Cleaning & Disinfection Procedure

NA Locations – establish protocols for where to get cleaning chemicals, supplies. Clearly define roles and responsibilities for these activities.

APPENDIX G: Associate Training

Employee training and awareness during a pandemic is essential.

The DENSO website shall be kept up to date with pandemic information and the affect up on associates.

Each DENSO NA location shall develop multiple method(s) of communication aimed at keeping associates informed of current DENSO policies, procedures etc. NA sites should consider use of the methods below to aid in communication.

DENSO NA COVID LINK: <https://www.densomedia-na.com/corona/news/>

Town Hall: (All Associate Communication) Meetings will take place to inform all associates of pandemic protocols and expectations. The meetings are an open forum with time for questions and discussion. All material shared in these meetings will be available to the associates.

Atarimae: (1-point lessons) are one page highlights of key lessons for associates to understand during the pandemic. The atarimae include topics and procedures listed in this document. They should be distributed to all Team Leaders and above and reviewed with all associates.

EMAILS: Prior to and after arrival on Campus.

Asaichi Meetings: Shift start and/or departmental meetings etc. where safety, and COVID-19 related issues can be discussed with associates.

DENSO COVID Risk Minimization Toolkit: DENSO Leaders, SHE/Medical staff and other applicable DENSO associates should refer to this Toolkit for guidance when communicating/educating others about COVID-19 and DENSO's strategies for managing issues related to COVID-19.

APPENDIX H: Governance/Genba

DENSO NA locations have an obligation to ensure associates and visitors are coming to a workplace that is free of recognized hazards. The preceding document describes risk minimization tools that NA locations should use to help prevent exposure to coronavirus. The act of verifying systems are in place and working as designed are core values for all DENSO team members.

Sites should develop and implement a site specific genba checklist for leaders to use in verifying site specific requirements and for engaging associates about COVID-19.

APPENDIX I: HIPAA REQUIREMENTS

HIPAA, Health Insurance Portability and Accountability Act (in part):

- A US law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers.
- Requires the protection and confidential handling of protected health information.

HIPAA Privacy regulations require health care providers and organizations, as well as their business associates, to develop and follow procedures that ensure the confidentiality and security of protected health information (PHI) when it is transferred, received, handled or shared.

This applies to all forms of PHI, including paper, oral and electronic, etc. Furthermore, only the minimum health information necessary to conduct business is to be used or shared.

The HIPAA Privacy Rule:

- Protects the privacy of patients' protected health information but is balanced to ensure that appropriate uses and disclosures of the information still may be made when necessary to treat a patient, to protect the nation's public health and for other critical purposes.
- Recognizes the legitimate need for public health authorities and others responsible for ensuring public health and safety to have access to protected health information that is necessary to carry out their public health mission. Therefore, the Privacy Rule permits covered entities (medical providers) to disclose needed protected health information without individual authorization in order to report all prior and prospective cases of patients exposed to or suspected or confirmed to have Novel Coronavirus (COVID-19).

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- A US law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers.
- *Requires the protection and confidential handling of protected health information.*