

DENSO

Crafting the Core

DENSO Manufacturing Tennessee, Inc.

COVID-19 Pandemic

Frequently Asked Questions

This document contains several questions and answers that have been received either directly through a TMS/AR representative or through the DMTN Virtual Town Halls concerning the COVID-19 pandemic. This document may be updated or amended, so check back frequently for new information.



STAY CONNECTED

It's essential to communicate frequently with your leader.

Visit densoonline.com and click on the Coronavirus tab (password is denso2020).

The DENSO Mobile App is a key tool. Here are the [instructions](#) to use the app.

The Text Alert System allows us to send a message in the event of critical or time sensitive issues. Sign up by texting DMTNALERTS to 89800.

Get the latest updates from our benefits providers at densobenefits.com.
Username/Guest Key: DENSO



If you have any additional comments or questions, please contact your leader or your division's TMS/AR representative.



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/////// Safety : Face Coverings

Will DENSO be providing associates face mask or will they be required to supply their own?

DENSO will be providing associates with a face mask. If a face mask becomes damaged, DENSO will replace it at no cost. However, if an associate loses their DENSO provided mask, they will need to purchase another mask. Associates can also choose to provide their personal own mask.

How long will we wear masks on site? Will the company allow associates to continue to cover their face throughout May and June if they want to for added protection?

It is unknown at this time how long the COVID-19 pandemic will last but we continue utilizing the CDC and WHO guidance along with consulting with local hospital to validate our actions to protect DMTN associates and their families.

We had several questions concerning face coverings, requirements and expectations of wearing them?

To reinforce what we just shared in the presentation, all masks or face coverings are required in manufacturing and common areas at DENSO. You can remove your mask while eating in cafeterias or break rooms and while working at your desk if following social distancing requirements.

We will follow DENSO HR policies for those who do not follow safety rules and adhere to CDC guidelines for how long we are required to wear the face coverings.

I am OK with working at Plant 103, but do not feel comfortable going to other plants, like 101, 20X or out of town, what will happen if I refuse to go to other plants?

At this time, we are limiting movement from building to building to critical needs. However, all plants and associates are following the same CDC guidelines upon entering the building. Your management team should plan with the Director and functional groups.

/////// Safety : Screenings

What happens if you fail entry test? Temperature or cough? How do you get cleared for reentry (with positive results)(with negative results)?

Associates who are flagged during the screening process will have a review with our medical team (nurse or medic). An associate may have a cough from allergies and the medical staff can evaluate this symptom. Associates who meet certain criteria may be sent for testing. If during your health screening you are found to have a fever (>100.4 Degrees) or have other health concerns, you will be asked to contact your medical provider and have a release to return to work before enter the building. Associates, who are not cleared during the screening process, will also need to notify their LC and contact the Leave hotline (865-738-2400) to ensure their time is covered appropriately.

What is considered having a temperature by the thermal imaging?

The medical staff will evaluate a confirmed high temperature result from the thermal camera. A high temperature is 100.4 f in alignment with the CDC. If during your health screening you are found to have a fever (>100.4 Degrees) or have other health concerns, you will be asked to contact your medical provider and have a release to return to work before enter the building.

Who is enforcing proper use of thermal cameras?

Safety, Health and Environment is monitoring thermal cameras at DMTN.

Why are there only one entrance into each of the plants? Wouldn't it make more sense to allow people to enter through more points for better social distance?

North America guidance policy is single point of entry to ensure associates are only able to enter the building after passing a health screening.

Can we consider continuing to use the IR camera forever to help prevent the spread of flu and other diseases?

As part of the pandemic response, we are required to monitor fevers. This may not be a requirement in the future and we may or may not be allowed to continue this practice.

/////// Safety : COVID-19

If there is a 2nd wave of COVID-19, is DMTN prepared?

Yes, DENSO is prepared with supplies and has protocols in place should there a 2nd wave of COVID-19.

What accommodations are being made for high risk associates? (Ex. medical issues, elderly care)

For associates who may be considered high risk, please follow your doctor's recommendations on returning to work. DENSO is committed to working with you.

Which public health experts are we consulting with so that we can safely reopening and what are their guidelines?

We are utilizing the CDC and WHO guidance along with consulting with local hospital to validate our actions to protect DMTN associates and their families. Additionally, OSHA has many directives that DENSO utilizes to support our effort.

Why are we going against federal and international guidelines for reopening?

DMTN is following the State of Tennessee guidelines, which are the most relevant to our operation. The guidance from the federal government is to empower each state Governor to determine the reopening process.

/////// Safety : Sanitation

There have been numerous questions about properly sanitizing work areas, common areas and in general. How are high traffic areas routinely cleaned and what steps is DENSO taking to protect associates for potential exposure once everyone comes back to work?

We have been continually sanitizing and improving our cleaning process for the past several weeks. DENSO complies fully with CDC and WHO guidelines when it comes with proper sanitizing of common areas and high traffic areas. We are well prepared with cleaning supplies and work regularly with our cleaning services in making sure our facility is ready for our associates to return safely.

When office workers return from WFH, how will you keep high traffic areas (restrooms, water/ice machine, entrances, etc.) sanitized?

We will continue follow CDC and WHO guidance for sanitation. We will adjust DMTN sanitization protocol when these organizations make changes.

/////// Safety : Social Distancing

For the offices is there a modified seating chart to maintain 6 feet and how do we know what this is?

At this time, office associates should be working from home. If there is a need to work from company then social distance requirements apply. Your leader will determine if work from office is essential.

How are we expected to maintain social distancing when production resumes? One line-taking break will all the seats in the new social distancing layout to the break room. In a few of our areas along with many other depts around 202, we work shoulder to shoulder. I'm sure this has been questioned before me, but it is a concern.

DENSO has installed barriers in many workplaces to allow for separation. In some areas, this is not possible. In accordance with CDC guidelines, this is why face coverings are required in manufacturing areas. Additionally for break areas, we have added physical barriers and in some cases changed other rooms into break areas.

How will DENSO handle our visitor policy when we open? Especially from area that was heavily infected? When can visitors be back on site? Is Denso's policy changing for out of state contractors to allow them to work on machines again?

For visitors and contractors to access DENSO there must be a business urgent need. If the need is urgent, then health screenings will be completed before entry. DENSO continuously discusses travel requirements and restrictions to ensure safe operations. We will publish changes as they occur.

Will testing (anti-body or normal) be required to allow us to get back to work without any restrictions?

No, there is still limited testing availability, which availability to private companies is unknown. If guidance changes and the availability increases, DENSO will consider all options to ensure safety.

Are associates being dropped off by family, Lyft, Uber to use the original drop off point in front of the offices to 201?

Yes, the drop off point is the same.

//////// Operations : Work Schedule

Are office associates' time in office still to be minimized?

At this time, offices should be work from home. If there is a need to work from company then social distance requirements apply. Your leader will determine if work in the office is essential at this time.

Will exempt associates not directly supporting production be phased back into the plant or allowed to work reduced in-office hours when production resumes?

Yes. A plan is being created to phase our associates back into the office areas. We will communicate more information with our associates as this plan has been developed.

When are we going back to a normal schedule of 40hrs and with opportunity for OT?

The fact is none of us have a great deal of clarity what lies ahead. Even our Customers are changing their stances often on the future. What we do know is many of our Customers intend to re-start in May at various times and at various levels of production output. Our work week is directly tied to how our customers move forward. We are in constant contact with them to understand how the next weeks and months will look. We believe the long-term future will still be bright and we can navigate through this crisis. However, in the short-term we will have to continue to bear through irregular work schedules.

The last time we had an economic slowdown we used the time as production ramped back up to invest in improving DENSO. Are we going to do that again?

In each period of crisis some things are common, but many are not. What worked at one time may or may not be the correct action at another time. However, daily we are discussing what ways to use what is viewed as an unfortunate situation as a time of opportunity for improving DENSO. Executives are working with Management in each Plant to understand what are the most priority actions toward improvement. In true DENSO Spirit, we encourage all of our associates to give their input into what are those opportunities and priorities. Relying on our DENSO Spirit during these times will not only help us navigate these challenging times, but make us stronger for the long-term toward our bright future.

Also, during the economic slowdown, it is a great time to build our organization's muscles thru physical exercise, we are calling *F.I.T.* (Foundational Improvement Time). During this time, you will begin to hear more about our FIT exercises/activities that includes Kaizen, innovation, problem solving, human resource development and 5s. For DENSO to be successful during these difficult economic times, we will need all of our associates and leaders actively engaging in these FIT activities.

When will the exempt staff be able to return to work onsite 100% - Production lines look to be going to 100% or more output on 50% of the lines and all other lines will be running 30% or more volume.

While we still encourage Work from Home as our current method for social distancing, there are times when we must be on-site to proceed with a priority. As we have mentioned these times are uncertain. We are following closely the guidelines from the Health community and also the government agencies to clarify how to operate safely at every turn. As we take input from those resources and make more clarity we will be able to better give a timeline when a full return to

work can be realized. Until that time we encourage each exempt staff member to work with your chain of command to understand how best to proceed your work in a safe and practical manner.

Do we have projections of impact to production?

Again, the fact is none of us have a great deal of clarity on what lies ahead. Many people are trying to predict or forecast what the long-term looks like, but the reality is no one will have an answer on that soon. We'll need to see how consumers react in the market. We'll need to see how automakers, plan to proceed given the state of their field inventories. Many questions are being asked. Will this be a quick recovery? Will there be a quick recovery then another downturn then another recovery? Will the market just remain down longer term? No one has a factual answer to these questions. We have to be patient and rely on our DENSO Spirit. Foresight and Collaboration are essential to understand our situation. What we do know is, many of our Customers intend to re-start in May at various times and at various levels of production output. We are in constant contact with them to understand how the next weeks and months will look. We believe the long-term future will still be bright and we can navigate through this crisis. As we gain more clarity on this situation we will continue to share with everyone what are the known facts.

Is there a timeline for us to return and will it be a slow roll out?

As we have continued to do, we plan operation schedules that are aligned with commitment to safe practices for our associates and our customers. Due to the uncertainty and fluctuations in the market and our customer schedules we are planning week by week on how the coming week of operations will accomplish those two commitments. At the same time, that picture of clarity looks different by each Plant we have on campus because our customers are not always the same. Each week will continue to take in to consideration those two commitments and make the best decision for both. As we move forward, the guidance for both commitments will have more clarity and we'll be able to better answer in more specifics for longer periods than a week. We appreciate everyone's patience and understanding during these uncertain times.

When we start back to work, how will office staffing work? 100% in office or some WFH?

While we still encourage Work from Home as our current method for social distancing, there are times when we must be on-site to proceed with a priority. As we have mentioned these times are uncertain. We are following closely the guidelines from the Health community and also the government agencies to clarify how to operate safely at every turn. As we take input from those resources and make more clarity we will be able to better give a timeline when a full return to work can be realized. Until that time we encourage each exempt staff member to work with your chain of command to understand how best to proceed your work in a safe and practical manner.

Is it possible to get more than a week notice at a time? This would make it easier to get a second job to balance the pay cuts.

We understand and recognize the challenges that come with these uncertain times. As previously mentioned, the fact is, even our Customers don't have exact clarity what each week will bring. However, as we move forward, what the near term future looks like is gaining more clarity. Our hope and intent is to, as quickly as possible, move away from week to week operations planning. We feel that time

could be getting closer as Customer orders and Government policy become more fixed. However, we must proceed with caution and flexibility as things have and will change rapidly. We are tied not only to the Customers and Governments within the United States. We are a Global supplier and have a Global supply chain. We will continue to monitor the world around us and work toward longer term plan for operations. We take great care in how each decision impacts our associates and are committed to each one of you.

When are we getting back to normal?

Our customer schedules are very fluid and change every day. The fact is none of us have a great deal of clarity what lies ahead. Executives are working with Management in each Plant to understand what are the most priority actions toward improvement. In true DENSO Spirit we encourage all our associates to provide input into what those opportunities and priorities are.

Many people are trying to predict or forecast what the long-term looks like, but the reality is no one will have an answer on that soon. We'll need to see how consumers react in the market. We'll need to see how automakers plan to proceed given the state of their field inventories. We believe the long-term future will still be bright and we can navigate through this crisis. However, in the short-term we will have to continue to bear through irregular work schedules. Just know we are communicating with our customers every day.

//////// Operations : Business Planning

What is DENSO's plan for when the restrictions are lifted? We know cars sales have dropped, what is long term plan for plant operations through end of year?

Again, the fact is none of us have a great deal of clarity on what lies ahead. Many people are trying to predict or forecast what the long-term looks like, but the reality is no one will have an answer on that soon. We'll need to see how consumers react in the market. We'll need to see how automakers, plan to proceed given the state of their field inventories. Many questions are being asked. Will this be a quick recovery? Will there be a quick recovery then another downturn then another recovery? Will the market just remain down longer term? No one has a factual answer to these questions. We have to be patient and rely on our Denso Spirit. Foresight and Collaboration are essential to understand our situation. What we do know is, many of our Customers intend to re-start in May at various times and at various levels of production output. We are in constant contact with them to understand how the next weeks and months will look. We believe the long-term future will still be bright and we can navigate through this crisis. As we gain more clarity on this situation we will continue to share with everyone what are the known facts.

Should we be making immediate adjustments to our budgets and capital investment plans?

As we have continued to do, we have plan operation schedules that are aligned with commitment to safe practices for our associates and our customers. Due to the uncertainty and fluctuations in the market and our customer schedules we are planning week by week on how the coming week of operations will accomplish those two commitments. At the same time, that picture of clarity looks different by each Plant we have on campus because our customers are not always the same. Each week will continue to take in to consideration those two commitments and

make the best decision for both. As we move forward, the guidance for both commitments will have more clarity and we'll be able to better answer in more specifics for longer periods than a week. We appreciate everyone's patience and understanding during these uncertain times.

How is DMTN planning if the economy enters a recession?

Depending on what resource you follow, some would say that we are already in a time of recession. However, recession or not, our commitment as a company is to move forward with our Mission. In any situation, we must rely on our DENSO Spirit to guide us through. Standing on Foresight, we can anticipate changes and use our creativity and challenging spirit to overcome difficulties. Also, we must rely heavily on our Collaboration with good communication and teamwork. We must see changes in the world around us, adapt our approach continuously, and work together as one team.

We know that in times of recession we must reconsider all things. Some changes must be made in the way we approach business, but with a high level of uncertainty we cannot clearly know every action to take as of yet. Some actions are already underway as you can recognize. Changes in work patterns, spending patterns, etc. all have been implemented in the short-term. Above all, we remain committed to our associates' safety and employment. As more clarity is reached in these uncertain times we'll continue to communicate changes, if any, to how we operate as a business. We appreciate everyone's continued efforts and understanding.

//////// Operations : Contractors/Temporaries

When will the contractors be coming back?

We know that in times of recession we must reconsider all things. Some changes must be made in the way we approach business, but with a high level of uncertainty we cannot clearly know every action to take as of yet. Some actions are already underway as you can recognize. Changes in work patterns, spending patterns, etc. all have been implemented in the short-term. Above all, we remain committed to our associates' safety and employment. As more clarity is reached in these uncertain times we'll continue to communicate changes, if any, to how we operate as a business. We appreciate everyone's continued efforts and understanding.

//////// Human Resources : Compensation

If myself or a family member contracts COVID19 and I am forced to quarantine, will I be paid and/or placed on FMLA?

A new leave policy was established in April which allows associates diagnosed with COVID-19 or quarantined due to COVID-19 to be paid and placed on leave. Payment will be a 1-time payment up to 14 consecutive days (10 business days) equal to what they would have received if working during that time. The following leave will apply to associates who qualify under the following criteria who present a doctor's note for verification:

- Associates who have COVID-19 or are being evaluated for COVID-19
- Associates with household member(s) that have COVID-19; and/or
- Associates who cannot come to work due to being quarantined or a household member is quarantined.

When being moved to a different shift, is the shift premium dissolved from your current shift? Example, going from 3rd shift to 1st shift temporarily.

Shift premium pay is only earned if an associate works on 2nd or 3rd shift. Ex: If an associate is assigned to 3rd shift but works on 2nd shift, they would earn 2nd shift pay premium. If a 3rd shift associates is assigned to 3rd shift but works on 1st shift they would not earn a shift premium.

Will 3rd shift workers temporarily working on 1 and 2 still get normal salaries which include shift premium?

Shift premiums will continue to be paid based on hours worked on 2nd and 3rd shifts. If an associate's hours are not worked on 2nd or 3rd shift, the associate would not earn a shift premium.

Associates in a position that only get one raise a year will they still get a raise in October if the April raises are not given?

Pay decisions typically made in April are on hold for now. Once additional information is available based on the impact to DMTN and the longer-term impact to DENSO business, these discussions and decisions will resume. Target for pay review this year will align regionally in May/June.

Are we receiving a cost of living raise and will there be a summer bonus check?

Per the normal timing, the bonus discussion and decision for payout will be reviewed in May. Pay decisions typically made in April are on hold for now. Once additional information is available based on the impact to DMTN and the longer-term impact to DENSO business, these discussions and decisions will resume. Target for pay review this year will align regionally in May/June.

Can we apply for partial unemployment due to reduced hours? I am very thankful for the 32 hours Denso is providing. Did not want to use all my own pto time to cover the currently missing 16 hrs per pay period.

Unemployment benefits are administered through the Tennessee Department of Labor. Private companies, including DMTN, do not make decisions in that program. Thus, it would not be appropriate for DMTN to communicate as to how the State of Tennessee will decide on an issue. We can share that anyone can go directly to Tennessee Department of Labor's website: jobs4TN.gov. I hope this information is helpful to you and that the State of Tennessee assistance personnel provide the answers to your specific questions.

//////// Human Resources: Recruiting

What happened with the March Group Leader network applications? Do we need to reapply? Is internal hiring on hold at this time, and if so, when will it be opened back up?

We anticipate resuming internal weekly postings for nonexempt positions on April 29. Exempt opportunities should resume about the same time on Taleo. Due to changing business conditions, each position will need to be approved by leadership prior to posting and may cause delays with updated postings. Please be patient as we work with our business planning group and leadership to open and post positions.

I accepted a GL position and was supposed to start classes on June 1. How do I find out what I'm supposed to do now?

Learning & Development (L&D) will be in touch with class participants as the start date approaches.

What happened with the March Group Leader network applications? Do we need to reapply?

No need to reapply; the Recruiting Department has information from all of those who applied and will contact each person as Group Leader needs become more clear.

Is internal hiring on hold at this time, and if so, when will it be opened back up?

Internal weekly postings for nonexempt positions restarted on April 29. Exempt opportunities have also resumed on Taleo. Due to changing business conditions, each position must be approved by executives prior to posting which may cause delays with postings. Please be patient as we work with our business planning group and management to evaluate and post positions.

//////// Human Resources: 401K / Retirement

Why not allow a second loan from 401k or allowing for hardship withdrawal due to this crisis?

While there is not the ability for associates to take additional loans at this time, Denso is continuing to work on options with Empower. Recently a change was announced which allows associates with 401(k) loans the ability to suspend their repayments through Empower Retirement based on specific eligibility requirements. Associates can contact Empower to request a loan payment deferral, request a loan or request a hardship. The following is the contact information for Empower 1-855-756-4738. (www.empowermyretirement.com). Also, for the most updated information we recommend associates visit the densobenefits.com website (password: denso). There are updated financial resources for associates as well as detailed information on benefits changes that have been made under the COVID-19 tab.

Will early retirement options be available with incentives?

Early Retirement options are not being considered at this time.

//////// **Human Resources: Attendance / Leave Policy**

How can we get in touch with Benefits about our FMLA?

Effective May 1st all new FMLA claims should be processed through our third party administrator MATRIX. The following is information on how to get in touch with Matrix to file for FMLA.

1. Use the Matrix eServices Mobile App,
2. Go to matrixabsence.com,
3. Or call (888) 233-9643

Continuous FMLA Claims

- DENSO will continue to manage all existing continuous claims until the current FMLA certification expires.
- You must continue to call the DMTN leave line 865-738-2400 to report your absences to DENSO while your current leave remains active.

Intermittent FMLA Claims

- DENSO will oversee current intermittent FMLA leaves through May 31.
- If you have a current intermittent claim on file, you will continue to contact the DMTN leave line 865-738-2400 for any absences through May 31.
- Beginning on June 1, current intermittent claims will be transitioned to Matrix for administration.

DENSO associates have spent a lot of time developing WFH systems and most have been very successful. After we return to work as normal, can we consider allowing WFH 1 or 2 days/ pay period pending allowance by COC? For many associates, this would be a great mental health improvement yet still be working and beneficial to DENSO.

Discussions are happening within DENSO to consider an official Work From Home policy in the future, but as of now, we will continue using the temporary policy put in place for the current crisis.

What changes are being made to DENSO medical leave policies?

No additional changes are being made at this time to the current medical leave policy. The process to file for FMLA changed effective May 1st and will now be administered through Matrix. Additionally, a new policy was established in April which allows associates diagnosed with COVID-19 or quarantined due to COVID-19 to be paid and placed on leave. Payment will be a 1-time payment up to 14 consecutive days (10 business days) equal to what they would have received if working during that time. The following leave will apply to associates who qualify under the following criteria who present a doctor's note for verification:

- Associates who have COVID-19 or are being evaluated for COVID-19
- Associates with household member(s) that have COVID-19; and/or
- Associates who cannot come to work due to being quarantined or a household member is quarantined.

If an associate is turned away during the entrance screening process, the assumption is that regular attendance policy will apply ie. Medical Leave or FMLA and do I receive pay?

A new policy was established in April which allows associates diagnosed with COVID-19 or quarantined due to COVID-19 to be paid and placed on leave. Payment will be a 1-time payment up to 14 consecutive days (10 business days) equal to what they would have received if working during that time. The following leave will apply to associates who qualify under the following criteria who present a doctor's note for verification:

- Associates who have COVID-19 or are being evaluated for COVID-19
- Associates with household member(s) that have COVID-19; and/or
- Associates who cannot come to work due to being quarantined or a household member is quarantined.

Will DENSO add any "sick days" to help motivate sick employees to stay home?

Additional sick days are not being considered at this time. Denso currently offers several options to support associates who need to be out to care for themselves or their family members. We encourage associates to reach out to their CoC, TMS or Benefits on options if they are sick.

If you are vacationing in the Caribbean, for example. If we will be required to stay off so many days after returning are we going to be paid during the company's required wait times?

We are working to better understand how to handle this type of situation and do not have a clear understand how personal travel abroad will be handled.

//////// Human Resources: Goals and Objectives

Even with the bonus still being discussed, will review over G&Os and Competencies still be reviewed on time?

The FY19 PMP evaluation schedule has not changed and associates should still expect to receive their evaluation scores beginning May 11th – May 18th.

//////// Corporate Functions : General

Are presentation slides along with Q&A accessible?

Due to the confidentiality and sensitivity of the presentation materials, the slides from the DMTN Virtual Town Hall will not be shared electronically. Team Member Solutions is currently developing a complete question and answer document and action plan for sharing those responses with all associates.

Why are we going against federal and international guidelines for reopening?

DMTN is following the State of Tennessee Executive Orders and guidelines. State of Tennessee Executive Orders and accompanying guidelines are the most relevant directives for our Tennessee operations. DENSO sites in other states are following orders and guidance from their respective governor. The guidance from the federal government is to empower each state governor to determine the requirements for their state, including any reopening processes, based upon the conditions in that state.

What are the conditions which we will shut back down under?

DMTN will continue to follow State of Tennessee Executive Orders in addition to guidance provided by the United States Government and its agencies. The safety of our associates and community as well as the needs of our customers will continue to be critical to any decisions.

Will a recording of the town hall be made available?

Due to the confidentiality and sensitivity of the presentation materials, a recording of the DMTN Virtual Town Hall was not made.

Will there be a lead person for each division to contact with questions?

There is no designated person per division at this time. However, Associates can directly contact their immediate leader and consult their leadership chain if they have specific questions about their work area. Questions for Virtual Town Hall #1 could be submitted through the link provided in the instructions. We are now working details for a possible Virtual Town Hall #2. We will announce methods for submitting questions to that event prior to the event. We are using feedback from Virtual Town Hall #1 in making that decision. Associates are encouraged to use listed methods for submitting questions.

I expected to hear more about my specific area and any plans the department has moving forward as a whole? All the information that was shared I believe most are very aware of in terms of campus wide changes and efforts to combat Covid-19. In essence, I feel as if the town hall restated all of the collective information associates have received over the past month from DMTN Communications.

Thank you for your question and comment. You are correct in that some of the information shared in the Virtual Town Hall had been shared using other communications methods prior to the Virtual Town Hall. Because some associates indicated they had challenges receiving information through other sources, the Virtual Town Hall did emphasize some previously shared information and attempted to get all associates to a baseline information level. New information was also shared in the meetings. Please feel free to reach out to your immediate supervisor regarding specific questions related to your work area.

The mobile app does not work for many associates. Is there someone on site that can look at it and get it to work for these individuals?

A: First, please make sure you are logging in correctly by checking the instructions [here](#). If you still cannot log in, the quickest way to get tech support for the mobile app is by e-mailing denso@theemployeeapp.com (please include your name and clock number). If you need onsite assistance, you can contact Rachel Cardwell at x2562 or rachel.cardwell@na.denso.com. Any temporaries or contractors that do not have access to the app can stay informed through our [Associate Resource Center](#) (password: Maryville).

Will we be able to remodel at least one cafeteria this Fiscal Year?

Per our annual budgeting cycles, DMTN established initial, proposed budgets in February 2020 for Fiscal Year (FY) 2020. Due to the unprecedented changes in the global economy because of the pandemic, DMTN, like most other companies, is re-evaluating our planned FY20 budget due to the strong decline in revenue. All capital and expense budgets will be reviewed and appropriate changes will be made in order to keep our company strong and competitive in FY20 and beyond.

Will the Robert C. Jackson update include the parking lot changes for Plant 201 and 202?

The new entrance/exit at 201 will increase traffic on the access road that runs in front of 201/202 and we need to stress the importance of maintaining speed and yielding to pedestrians at cross walks. The two major changes made to the 201/202 parking area are the closing of the center entrance of the 201/202 parking lot and construction of a new entrance to the 201 parking area. Both of these changes are part of the Robert C. Jackson Drive improvement project which is scheduled to be complete in late 2022 or 2023. There should not be an increase in the traffic for the entire length of the access road that runs in front of 201 and 202. There will be an increase in traffic immediately in front of 201 though. You are correct in that all associates need to drive at a safe speed and yield to pedestrians at cross walks at all times, including on access roads and in parking lots. Thank you for your interest in safety on our campus.

Would like to have heard more about the production work schedules for the coming weeks, but I understand that information will be passed as it becomes available. I want to thank all involved who help keep us all informed during this difficult time.

Thank for your positive feedback and understanding about work schedules. As reviewed during the Virtual Town Hall, our customer requirements are changing daily. Government guidance regarding work is also being modified as conditions change. We appreciate your understanding that we are making every effort to inform our associates of any changes as soon as possible and will continue to do so.

Why is DENSO concentrating on and boasting about making so many donations instead of making sure its employees are fully paid?

DMTN is concerned about the physical and financial well-being of all our associates during this tremendously challenging global pandemic period. DMTN and DENSO Corporation are also clear in that we believe in being a good community citizen and helping those in need during these challenging times. DMTN, through the efforts of many associates, has helped first responders and medical providers in Tennessee, Michigan and other locations through the face shield project. I hope everyone can be proud of our company's social contributions during this pandemic period as well as other times.