Johns-Manville

Internal Correspondence

To: M. W. Blackhurst - Mississauga Date: September 20, 1977

From: J. F. Reis - 2-04

Copies: J. E. Connor - 2-04
M. Webb - Asbestos

Subject: CUSTOMER COMPLIANCE SURVEY
YOUR LETTER 8-15-77

The J-M Policy Statement on sales of asbestos fiber was published to tell our customers that we would not force them to assume total liability for use of our fiber provided they handled the fiber and manufactured their products in a responsible manner. This was the opposite approach from our competitors who abandoned their responsibility and required their customers to sign a release of liability statement.

The fact is, we know that there are health problems associated with excessive exposures to airborne asbestos, and we in the asbestos industry have an obligation to our customers and their employees to advise them of the potential dangers and to help them solve their dust problems.

If a customer is using asbestos and has not taken any dust counts, he should be aware of the potential liability he faces should a worker file a claim for an asbestos related disease, even if government regulations do not require him to take dust counts.

The customer compliance survey is designed to assist us in finding out which customers are aware of the problems, which customers are working to solve their problems, and which customers need help.

Even if government regulations are not being enforced, or if a customer is not advised of the results of a government inspection, we would like to know what your assessment is of his work place, what information we have already given him, and what further assistance we can give him.

The J-M Corporate Policy on environmental health uses the phrase "knowingly endanger the health or life expectancy of a single employee!" Without surveying our customers, we cannot "knowingly" assess whether our fiber is endangering the health of our customers' employees.

We have attached a revised version of the Customer Compliance Survey. We would appreciate your assistance in gathering any available information from your customers, and also in receiving your comments on the environmental conditions of their plants and what we can do to help.

J. F. Reis

JFR:mh

Attachment

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