CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Celanese Plastics, Bishop, Texas

INDUSTRY CLASSIFICATION: Polyester Resins

SALESMAN: J. E. Walsh REGION: Southern DATE OF CALL: 10/20/76

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.	Other:
☐	☐	☐	☐	☐	☐	☐	X	

NOV 1 1976

PERSONS INTERVIEWED: Ken Wolf, Warehouse Distribution and Assistant Plant Manager
Joe Blackshear, Purchasing Agent

CALL OBJECTIVE:

Call made with Dick Martsen to discuss their RG144 packaging complaints.

PLAINTIFF'S EXHIBIT
Union Carbide 387

RESULTS OF CALL:

Started with both Joe and Ken in the office discussing packaging and the recent difficulties they were having on RG144 shipments. Their own samplings indicate that during unloading of trucks shipped ex our Houston warehouse they encounter the highest fiber levels. Although Ken could not recall what they were he did know that they did not exceed the TLV or TWA. According to Ken, their plant management is hyper-sensitive on asbestos anyway and they wanted to both see if we could somehow help them reduce the levels and let us know that a problem exists. Joe arranged all the security clearance paraphernalia for Dick and I and we wnet out in the warehouse to meet Ken and see the problem first hand. Some torn bags were evident, as was trapped fiber inside the shrink-wrap, but nothing that Dick thought was not typical of our regular packaging. Although we couldn't find any, Ken said he had also run across 2 or 3 bags that had no shrink-wrapping at all on them. We didn't get into the main plant area but Ken said that they were okay fiber level wise in there where they have both an automatic bag opener and a manual bag opening operation. Ken also advised that they have an approved sanitary land fill area for burying the empty asbestos bags. The empty bags are put in sealed polyethylene bags at the plant and transported to the site and buried. Ken seemed sympathetic to the problems of packaging fiber in bags with tuck in sleeves and after looking over the various options it appears as if part of the damage problem may be related to the various enroute handling the 144 receives in the present way we have been delivering to them. To try and reduce the number of handling steps and hopefully also reduce .....

continued next page

FOLLOW-UP ACTION REQUIRED:

JEW -- Follow up with Joe for his comments on the delivery.

R. Martsen -- Thanks for your help. I'll let you know what they have to say about the November delivery.

COPIES TO: Gen'l. Sales Mgr. (2); Mktg. Services; Others: REB:JRL:TPN:WCT:KC-FILE:NF-FILE
R. L. Schult J. E. Lenahan R. Martsen L. Grogan

continued...

the potential for damage we will plan on shipping their November truckload order direct from King City instead of from the Houston warehouse. As another attempt to reduce in-transit damages, we will put cardboard between the pallets in the truck. Both Ken and Joe will pay special attention to the delivery and let me know how it looked. If less damage is evident as we would hope it would be by eliminating two handling steps we would ship all future orders to them in this way, direct ex the plant and not from the Houston warehouse.

October 26, 1976

Marsten's Brief Visit to the Celanese Plastics Company Plant, Bishop, Texas, October 20, 1976

With Jack Walsh, the asbestos products area sales rep., went to the Celanese Plant and visited with Joe Blackshear, Purchasing Supervisor, and Ken Wolf. We walked out to their warehousing area, where some 10 or 15 pallets of bag-wrapped RG-144 was stored, apparently still on the original pallets.

Some pallet loads showed damage from fork-lift forks, squeezing thru tight spots, and other in-transit or warehousing handling. I do not elimiate some of this occurring at King City, before leaving the yard.

But their main concern was the loose asbestos which seems to have somehow gotten through the bag wraps, and was more or less lying around the interstices of the palletized bags. Some pallets evidenced mor of this than others - and some pallets showed none of this loose material.

In general, all the bag-wraps looked good, or as I expected them to look. I think you could find the same little holes, pull-aparts, and other imperfect wrap right here in our plant production line.

Blackshear and Wolf both said that they weren't in any problem situation as far as OSHA regulations went, but their higher-ups were a little nervous about the dust counts while the incoming pallets were being unloaded from the truck. They said the counts were always under 2 fibers per cc, and that the truck unloading might require 45 minutes.

They were aware of the time-weighted 8 hour averaging. I mentioned that we used respirators as a matter of course, wherever there might be dust, even in small amounts.

We all agreed there was not much could be done along the lines of different packaging methods.

It was decided that a current order for 17 pallets would be shipped direct from King City, to their plant in one trailer, without intermediate warehousing. We at King City will try to load the material very cautiously, and use cardboard sheets between the rows of pallets.

I think they were satisfied with my explanation of our packaging problems, and also my saying that they didn't seem to have a problem at all.

Ram

R. O. Marsten
Plant Engineer

/smp

10/20/76

CELANESE

JOE A. BLACKSHEAR
Purchasing Supervisor

Celanese Plastics Company
Box 428
Bishop, TX 78343 / 1-512-584-3511