PLAINTIFF'S EXHIBIT
UC-244

METALS DIVISION - "CALIDRIA" ASBESTOS
CUSTOMER CALL REPORT

CUSTOMER & LOCATION: KENTILE FLOORS, INC.
BROOKLYN, NY

INDUSTRY CLASSIFICATION: VAT

SALESMAN: DENISE J. COSTIGAN
T. P. NORRIS

REGION: COMMERCIAL

DATE OF CALL: 05/10/85

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS

☐ Health & OSHA Information Blue Book

☐ Dust Count Report

☐ Other, specify below

PERSONS INTERVIEWED: Wayne Porter, Purchasing
Earl Suri, Treasurer
Isaac Matalon, Controller

CALL OBJECTIVE: Introduce new Field Credit Representative.

RESULTS OF CALL:

Recent credit problems, that have since been resolved, prompted a meeting between the new credit rep and financial people at Kentile. Denise had a long meeting with Earl Suri and Isaac Matalon, and has developed a close personal relationship with this valued customer. Hopefully, we will be able to avoid future credit related problems.

Wayne Porter has assumed the purchasing responsibilities of Andrew Kennedy who has been elevated to president. The senior Kennedy, David, has assumed the office of Chairman of the Board, a new position.

This location is scheduled for its yearly shutdown to begin ~~June 17th~~ July 15th to July 12th - July 16th. It is possible limited production will continue during shutdown.

Dr. Ernie Gamble, V.P. Technology is scheduled to retire July 1st.

Brooklyn through April 30, 1985

	Tons	Annualized Budget	$ M	Annualized Budget
SG-103	756	667	127	120

Chicago through April 30, 1985

	Tons	Annualized Budget	$ M	Annualized Budget
SG-103	420	167	71	30
SG-104	1716	1600	281	240
TOTAL	2892	2434	479	390

FOLLOW-UP ACTION REQUIRED: Continue quarterly calls.

COPIES TO: ~~GLD~~, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0479B-

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 12/10/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED: Andrew Kennedy - Director of Purchases

CALL OBJECTIVE: Introduce 1982 prices.

RESULTS OF CALL:

Discussed the recent success of our corporate distribution department in negotiating a lower freight rate for SG-104 from King City to their Chicago plant, and our plans to investigate possible lower rates for SG-103 to Brooklyn. All this was much appreciated. However, the announcement that we were raising our prices on January 4 was received altogether differently. A vice-president of Carey-Canada (their other asbestos supplier) visited them last week and informed them that they were considered raising their price 6-8%, but that it would not go into effect until at least the second quarter of 1982. Andy's response to the situation was that they would have to evaluate the relative costs of making tile from the two fibers and then decide which one to use in their various grades. He inferred that in present "borderline" cases, such as their tan grades, the new pricing would probably mean that they would switch back to Canadian fiber from the Calidria.

The following data reflects our present sales situation with Kentile Floors:

(ON BACK)

FOLLOW-UP ACTION REQUIRED:

COPIES TO: GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 12/14/81

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors Inc.
58 Second Ave., Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: T. P. Norris & G. L. Dickson REGION: Commercial DATE OF CALL: 02/16/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Andrew Kennedy, Director of Purchasing

CALL OBJECTIVE: Turnover call.

RESULTS OF CALL:

Andy advised that Carey price increase for 1983 would be 6%, April 1st; 6%, July 1st. We discussed large orders of SG-103-5 in January (+400 ton) and the possibility of those orders to continue. His response was that January purchases were for inventory adjustment; their stock decreasing as low as 1 ton SG-103, and the fact they were scheduled to run non-asbestos tile but did not. We inquired as to his interest in +400 ton SG-103-7 at a reduced price of $5.00 to $10.00/ton. His reply was that they prefer to use even number of 50# bags to reduce dust emmissions but that he would check his production people in New York and Chicago. We are to get back to him. Chicago ordered an extra bulk car for February delivery.

2/22/83 - Telephone call to Andy Kennedy on reduced price for +400 ton SG-103-7 of $140.00 (WCT). Andy advised no interest because bags would have to be split. Questioned as to what price he would be interested to take inventory and he replied...no interest for above reason.

	TONS		$ M	
	1983 Sales	1983 Budget	1983 Sales	1983 Budget
SG-130-5	651	1,400	98	198

FOLLOW-UP ACTION REQUIRED: Maintain quarterly contact.

COPIES TO: REB, GML, JEW, KC-FILE, NF-FILE, WCT

-0140B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 5/21/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Director of Purchasing
Ernie Gamble - Vice President (Technology)

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

Kentile is beginning to feel the effects of the economic downturn as is reflected in our 1982 "Calidria" sales to their Brooklyn and Chicago plants:

	TONS			M$		
	Budget	To Date*	% Budget	Budget	To Date*	% Budget
CHICAGO						
SG-103-5	400	378	284	58	54	280
SG-104	5200	1098	63	655	141	64
BROOKLYN						
SG-103-5	1600	378	71	230	53	69
TOTAL						
* 4 Months	7200	1854	77	943	248	79

The situation will probably worsen for us in June as both plants intend to shut down for annual maintenance purposes for 4 weeks. Kentile remains very pro asbestos, therefore, sales to them should continue on a normal schedule.

FOLLOW-UP ACTION REQUIRED:

GLD - Maintain quarterly visits.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 6/2/82

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphalt Floor Tile

SALESMAN: Gordon L. Dickson w/W. C. Thurber

REGION: Commercial

DATE OF CALL: 2/8/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Director of Purchases
Ernie Gamble - Vice President of Technology
Fred Brown - Director of Research

CALL OBJECTIVE:

1) Account maintenance
2) Introduce Bill Thurber

RESULTS OF CALL:

Kentile's Brooklyn plant is slightly behind budgeted sales for the first two months of this year. Found out that they had purchased Tarkett's SG-103-7 inventory at Vails Gate, NY (about 88 tons) and some Canadian fiber from a southern Armstrong plant (amount not revealed). Once this has been consumed it is expected that our sales will return to normal.

As usual, it was difficult to obtain info from Andy Kennedy although Ernie and Fred are fairly open. Discussed the problem in Chicago with excess fines in SG-104. They feel it is a situation that should be recified but not a critical problem at the present time. As King City has been made aware of what has happened it is expected that more acceptable product will be shipped in the future.

FOLLOW-UP ACTION REQUIRED:

GLD - Continue close contact with both Brooklyn and Chicago personnel.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE

NF PERMANENT FILE ☐

dal 2/12/82

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
59 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 10/20/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Director of Purchases

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

	1981 Budget	To Date	Expected
Tons	1200	1304	1700
$M	158	172	225

Kentile ordered 17 pallets for October shipments and 7 for November. This compares favorably with their normal 6-8 containers/month. Now working 15 shifts/week vs. their normal 10. Expect a slight increase in SG-103-5 requirements next year, possibly to 10 containers/month. No estimate from Andy on their Chicago plant. Discussed Tarkett's announcement to go asbestos free. Kentile has no plans to do so at this time although they do have formulations (NAT) available. More expensive and an inferior product. Purchasing rutile titanium dioxide at "about" 66¢/lb., not 75¢ as is the most recent published price. Expects calcium carbonate to go up 9-10% in the near future. Only complaint on "Calidria" is the price. This may be minimized slightly if our freight reduction request for SG-104 is approved by the railroads. New York distribution reported that this will be included in the Nov. 6 freight rate supplement.

FOLLOW-UP ACTION REQUIRED:

Maintain normal contact.

COPIES TO: GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 10/30/81

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 8/31/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Director of Purchases

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

Kentile's purchases for the first 8 months are as follows:

	Tons	$M	% BUDGET Tons	% BUDGET $M	% 1980 Tons	% 1980 $M
Brooklyn (SG-103-5)	1029	135.8	129	129	119	129
Chicago (SG-103-5)	260	35.2	130	132	135	150
Chicago (SG-104)	3278	380.0	85	85	84	93
TOTAL	4567	551.0	94	95	95	103

The obvious problem here is the sole of SG-104 to their Chicago plant which is both lower than budget and that of the first 8 months of last year. Kentile does not reveal its purchases of other asbestos grades but it is fairly safe to assume that we are not maintaining our share of their requirements. As we are at a cost disadvantage versus Canadian fiber we requested corporate distribution to enter a rate proposal with the railroads involved which would make us more competitive. As was explained to Andy, this is now in the works and by the end of the month we should have their response. (OVER)

FOLLOW-UP ACTION REQUIRED:

Maintain normal contact and keep them up-dated regarding the rate proposal.

COPIES TO: GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 9/15/81

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors, Inc.
58 Second Street
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Gordon L. Dickson REGION Eastern DATE OF CALL 7/15/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Director of Purchases
Ernie Gamble - V.P. of Technology

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

The Brooklyn plant shut down production this AM for one month as is their usual practice. (According to Andy their equipment was being held together with baling wire and chewing gum.) Thus the six containers of SG-103-5 being shipped to them at the end of this month will be the last orders until September. Their business remains good and we should expect the second half of this year to approximate the first six months purchases except for the August void.

Discussed our attempt to get a reduction in freight rates for SG-104 between King City and Chicago. Although this may not be successful both Ernie and Andy appeared to appreciate our efforts. From their comments it is possible that we could profit significantly if a lower rate is obtained as SG-104 seems to be very close to replacing Carey asbestos in their asphaltic tile line. The unfortunate factor involved is that our traffic people and theirs (i.e. Ted Zima, V.P.-Traffic) do not agree on what the actual freight rates are between K.C. and Chicago and Quebec and Chicago. It appears to be a very complex situation and what the railroads are charging Kentile does not agree with what UCC maintains are the actual rates. If we could get this straightened out we have a chance to lower the bulk shipment rates. If so, then our next target would be go to work on bagged product being shipped to both Brooklyn and Chicago.

FOLLOW-UP ACTION REQUIRED:

GLD - Attempt to finalize arrangements for a freight rate decrease for SG-104 to Chicago.

COPIES TO: GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 7/22/81

METALS DIVISION - CALIDRIA ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 9/30/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED: Florence Natale - Secretary to Andrew Kennedy

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL:

Bad day to call here as everyone I wanted to see was out of town. According to Florence, who is very much in the know, everything is okay with our shipments and no problems as far as she knew. Discussed the subject of ordering for Brooklyn in even container load quantities (22.3 tons). Normally they request amounts which cannot be loaded and so King City ends up coming as close as they can. No real problem but Florence said she would change their records to conform to our container requirements.

FOLLOW-UP ACTION REQUIRED:

Maintain normal contact.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE: JLM NF PERMANENT FILE ☐

dal 10/9/80

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Street
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl Floor Tile

SALESMAN: Gordon L. Dickson & Ed Curren (UCC - Credit Department)

REGION: Eastern

DATE OF CALL: 6/20/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Director of Purchases
Earl Suri - Treasurer

CALL OBJECTIVE:

Discuss credit situation

RESULTS OF CALL:

Kentile's payments have been much slower than what our credit department feels they should be and, as Ed has only recently taken over the account, it was agreed that a joint call was in order. For the first six months they have averaged 55 days from date of invoice and as of 6/23 there was about $73M outstanding. However, about $35M has since been received and as they did not make any purchases in June they should be in good shape by the middle of July. Earl gave Ed a complete rundown on their method of handling their accounts payable and Ed came away very satisfied that no big problem existed.

FOLLOW-UP ACTION REQUIRED:

GLD - Maintain routine contact.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE:JLM

NF PERMANENT FILE ☐

dal 7/8/80

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson & Fred Smith

REGION: Eastern

DATE OF CALL: 4/29/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Dust Count Report
- ☐ Health & OSHA Information Blue Book
- ☒ xx Other, specify below

PERSONS INTERVIEWED:

Rocco Sergi	-	Lab Manager
Andrew Kennedy	-	Director of Purchases
Vito (Bill) Zizzo	-	Safety Administrator
Barney Romundo	-	V.P. of Engineering
Joe Reahl	-	Production Manager
Eddy Carri	-	Secretary to Ernie Gamble

CALL OBJECTIVE: Obtain dust emission samples plus account maintenance.

RESULTS OF CALL:

Obtained 16 samples which will be analyzed and reported by Fred as soon as possible. Unfortunately, the sampling was not carried out as we wanted but was taken only on personnel working at the weighing stations on their two production lines. Kentile also obtained similar samples as they appear to be more interested in comparing our results with theirs than in obtaining data in other locations in their plant.

Discussed with Andy the holdup in shipments to Chicago due to our credit department directive. This has since been straightened out for the time being but will probably be an on-going problem from time-to-time. Andy's response was that their accounts payable are computerized and that they are not going to change their system. They apparently are paying after 45 days instead of 30, a fact that their other suppliers have accepted.

Andy's information regarding a possible Carey-Canadian strike indicates that there probably will not be a work stoppage and if so it will be very brief. At least he does not appear to be over concerned and is not increasing his asbestos inventory at this time.

FOLLOW-UP ACTION REQUIRED:

GLD - 1) Deliver dust monitoring report as soon as available.

2) If our credit department continues to hold up shipments to Kentile it may be appropriate to make a joint visit in Brooklyn with the new account representative (Ed Curren) who recently replaced Dennis Gilpin. This was done about a year ago when Dennis was coverin Kentile and it seemed to have alleviated the credit problem at that time.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE :JLM NF PERMANENT FILE ☒

dal 5/16/80

SHIPMENTS THROUGH JUNE 1983

BROOKLYN, NY

	TONS		$M	
	1983 SALES	1983 BUDGET	1983 SALES	1983 BUDGET
SG-103-5	1,428	1,400	213	210

CHICAGO, IL

	TONS		$M	
	1983 SALES	1983 BUDGET	1983 SALES	1983 BUDGET
SG-103-5	340	800	51	120 [redacted]
SG-104	2,367	4,000	308	600

FOLLOW-UP ACTION REQUIRED: Continue quarterly contact.

COPIES TO: GLD, GML, JEW, KC-FILE, NF-FILE, JTK

-0137z.2-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: KENTILE FLOORS INCORPORATED
BROOKLYN, NEW YORK

INDUSTRY CLASSIFICATION: VINYL & ASPHALTIC FLOOR TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 6/9/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS

☐ Health & OSHA Information Blue Book

☐ Dust Count Report

☐ Other, specify below

PERSONS INTERVIEWED: Andrew Kennedy, Director of Purchasing
George Passmore, Traffic Manager

CALL OBJECTIVE:

Account Maintenance

RESULTS OF CALL:

George Passmore has replaced Ted Zima, who recently retired. Kentile sales are excellent as is evident from the recent change at the Chicago plant from a planned five week shutdown to four weeks. Also, one of the lines will continue running during the shutdown. However, as good as business continues at both plants, the realistic outlook is that Kentile will be asbestos-free within five years. Continued negative publicity will eventually force them to switch over to 100% NAT. In addition to the above, Mr. Kennedy also advised that NAT, including that produced by Kentile, is prone to quality problems such as: dimensional stability, difficulty to hold a straight edge and a poor wearing surface.

In an effort to hold down shipping cost, Kentile will again specify U.S. Lines as their delivering carrier. Savings are estimated to be about $30,000 year. U.S. Lines will guaranty them a fixed number of container reservations each week on a ship leaving from the Long Beach harbor. U.S. Lines will charge $4.15 hundred weight versus Matchmaker at $4.71 hundred weight.

The following was learned about Carey asbestos:

1. Mr. Kennedy has not been advised about a July 1, 6% price increase.

2. The delivering carrier from Quebec, Canada, is Sanborn Express. Truckloads are delivered in two day travel time. The T/L rates are published Mid-Atlantic Tariffs.

-0137z.1-

Kentile is the only domestic tile producer with a line of asphalt tile. It is in the asphalt tile lines that much of the Carey asbestos is consumed and that is because of dark color tile. It is more economical for them to use the darker Canadian Carey asbestos then the whiter SG-103.

SHIPMENTS THROUGH AUGUST 1983

BROOKLYN, NY

	TONS			$ M		
	'83 SALES	'83 BUDGET	'84 BUDGET	'83 SALES	'83 BUDGET	'84 BUDGET
SG-103-5	1722	1400	2200	258	210	333

CHICAGO, IL

	TONS			$ M		
	'83 SALES	'83 BUDGET	'84 BUDGET	'83 SALES	'83 BUDGET	'84 BUDGET
SG-103-5	336	800	420	50	120	63
SG-104	3627	4000	5200	462	520	676

FOLLOW-UP ACTION REQUIRED: Continue quarterly contact.

COPIES TO: GLD, GML, JEW, PITTS-FILE, PITTS-FILE

-0214B.2-

METALS DIVISION - "CALIDRIA" ASBESTOS
CUSTOMER CALL REPORT

CUSTOMER & LOCATION: KENTILE FLOORS, INC.
58 SECOND AVE., BROOKLYN, NY 11215

INDUSTRY CLASSIFICATION: VINYL ASBESTOS FLOOR TILE

SALESMAN: T. P. NORRIS/G. L. DICKSON REGION: COMMERCIAL DATE OF CALL: AUGUST 29, 1983

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS
/ / Health & OSHA Information Blue Book
/ / Dust Count Report
/ / Other, specify below

PERSONS INTERVIEWED: Andrew Kennedy, Director Purchasing
Ernie Gamble, Technical Director

CALL OBJECTIVE: Discuss 1984 business.

RESULTS OF CALL:

Per Andrew Kennedy, more stringent OSHA regulations could bring about a rapid decline in VAT production. Even so, non-asbestos tile production is increasing and the gradual ultimate goal is to produce the complete line as non-asbestos tile. His insurance cost is one of the factors in this decision and he quoted liability insurance cost of $1,000,000/yr.

We inquired as to how we could increase our share of asbestos business in the Brooklyn plant. He replied that price was important. To date, he has not heard of a proposed Carey price increase for 1984.

Per Ernie Gamble, his comments were contrary to Andrew Kennedy's. Kentile does not produce much asbestos-free tile and will only do so if specified on a commercial bid request. The quality of their asbestos-free tile has two specific problems:

1. Water sensitivity
2. Poor hot strength.

We were advised that of their overall asbestos potential, the Chicago plant would account for 65% and Brooklyn 35%. An approximate share of the market works out to Union Carbide 90%, Carey 10% in Chicago, and Union Carbide 80%, Carey 20% in Brooklyn.

The Monsanto Co., is promoting their own asbestos substitute, a bleached oak hardwood pulp trade name: SANI-WEB. So far, they have not had much success with tile companies.

-0214B.1-

Brooklyn, New York through July 31, 1984

	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
SG-103-5	1,239	2,220	198	355

Chicago, Illinois through July 31, 1984

	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
SG-103-5	~~[redacted]~~ 294	~~[redacted]~~ 420	~~[redacted]~~ 46	~~[redacted]~~ 67
SG-104	2,625	5,200	368	665

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0308B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

INDUSTRY FLOOR

CUSTOMER & LOCATION: KENTILE FLOOR, INC.
58 SECOND AVENUE
BROOKLYN, NY 11215

CLASSIFICATION: TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: AUGUST 9, 1984

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Earl M. Suri, Treasurer
Andrew Kennedy, Not seen
Ernie Gamble, Not seen (Chicago Plant)
George Passmore, Not seen (Hospital) — Simmon Keith Passmore

CALL OBJECTIVE:

Account maintenance.

RESULTS OF CALL:

This location is coming off a four week shutdown and is scheduled to resume production August 13.

First meeting with Earl Suri. Discussed efforts to speed up past due Accounts Receivables. The following was learned:

1. They have traditionally paid their principal suppliers on a 45-65 day basis.
2. Their customers, distributors, usually pay Kentile Floors, Inc. on a 45 day basis.
3. They attempt to send out checks twice a month, generally every other Friday.
4. The nature of their business is that they will normally be beyond our Net 30 terms. Consequently, they will most always have amounts that are over 30 days past due.
5. Should a special occasion arise,out of the ordinary, requiring a payment of a larger amount on their Accounts Payable, they would make a special effort to accommodate us.

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: KENTILE FLOORS
BROOKLYN, NY

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 4/25/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Andrew Kennedy, Vice President, Purchasing
Ernie Gamble, Vice President, Technology

CALL OBJECTIVE:

Account maintenance.

RESULTS OF CALL:

In our discussion we were advised that the Tarkett plant (formerly GAF), Long Beach, California has been closed. Tarkett was in the process of selling off the production equipment and the former plant manager was recently at the Kentile plant, Brooklyn, New York looking for employment. This closing leaves Armstrong Company, South Gate, California as the only producer of floor tile on the West Coast. Kentile should benefit from the closing.

Ernie Gamble advised that the floor tile buyer from Sears Roebuck has selected Kentile VAT as their flooring choice for stores to be remodeled in 1984. Sears revealed that the choice was based on the fact that VAT wears better and is easier to care for then non-asbestos tile. This new association with Sears is viewed with much enthusiasm and could portend retail business at a latter date.

Also, Mr. Kennedy will personally discuss with Mr. Earl Suri, Treasurer, their accounts payable problem with Union Carbide and an effort will be made to speed-up over due bills.

BROOKLYN, NEW YORK THROUGH APRIL 30, 1984

	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
SG-103-5	861	740	138	111

CHYO, ILLIONIS THROUGH APRIL 30, 1984

	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
SG-103-5	126	140	20	22
SG-104	1,572	1,733	220	243

FOLLOW-UP ACTION REQUIRED:

Continue quarterly contacts.

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION KENTILE FLOORS, INC. BROOKLYN, NY — FLOOR TILE

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 10/16/84

PERSONS INTERVIEWED: ERNIE GAMBLE, VICE PRESIDENT, TECHNOLOGY (NOT SEEN)
ANDREW KENNEDY, VICE PRESIDENT
EARL SURI, TREASURER (OUT OF TOWN)

CALL OBJECTIVE: Account maintenance.

RESULTS OF CALL:

An attempt was made to bring in our Regional Credit man from Moorestown, Tony D. Girolamo, for a visit with Mr. Suri. However, Tony had a previous commitment and Earl Suri was on a business trip. Earl called me on October 22, and we touched base on their recent credit problems.

Kentile's business is very good and should continue into mid '85, so says Mr. Kennedy. Our shipments to Brooklyn have increased and we should expect to make budget at this location. Budget is 2,200 ton SG-103.

BROOKLYN - THROUGH 9/31/84

	TONS	BUDGET	$ M	BUDGET
SG-103-5	1617	2220	259	355

CHICAGO - THROUGH 9/31/84

	TONS	BUDGET	$ M	BUDGET
SG-103-5	462	420	73	67
SG-104	3765	5200	527	728

FOLLOW-UP ACTION REQUIRED: Maintain quarterly contact.

COPIES TO: GLD, GML, JEW, PITT-FILE, KC-FILE, JTK

(-0367B-))

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: KENTILE FLOORS, INCORPORATED
58 SECOND AVENUE
BROOKLYN, NEW YORK

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 12/13/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Andrew Kennedy, Vice President
George Passmore, Traffic Manager

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

Presented new 1984 price list to Mr. Kennedy.

He had been called earlier in December and along with the new price for SG-103-4 (40/lb. bag) at $170.00 ton, the new prices on SG-103-5 and SG-104 were discussed. True to form, he did not show displeasure on the increase. His usual tactic in indicting his position relative to price increases is to withhold orders for the following month/months. Union Carbide was the beneficiary of such an action against Carey Asbestos when they raised prices for the 2nd Quarter (6%) and we elected to freeze prices for the 2nd Quarter. Carey also raised prices 6% on January 1, 1983. He has not been informed of any Carey price increase for 1984.

Discussed with Mr. Passmore our intention to secure a more favorable rail rate to Chicago. This would require direct billing to Union Carbide, as a prepay and add to invoice arragement. After obtaining King City approval for this proposal and after presenting to Mr. Passmore, he informed me that Kentile already has a contact with the railroad. Their contract expires in May 1984, at which time we can review with them for their approval to go ahead with our orginal request. Corporate Distribution will continue to obtain more favorable freight rates to Brooklyn, New York.

	YTD SALES		BROOKLYN, NEW YORK BUDGET 11/30		DEC EXPECTED SHIPMENTS	
	T	M$	T	M$	T	M$
SG-103-5	2,290	344	1,283	192	210	31

FOLLOW-UP ACTION REQUIRED:

Continue quarterly calls.

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0882z-

UNION CARBIDE

INTERNAL CORRESPONDENCE

UNION CARBIDE CORPORATION 308 HARPER DRIVE, MOORESTOWN, NJ 08057

To (Name) Linda Grogan
Division
Location King City, CA
Area

Date May 2, 1985
Originating Dept. Northeast Credit
Area

Copy to

Subject Kentile Floors

D. Resnick, Credit, Moorestown

Confirming our conversation of April 23. Today I spoke with Mr. Suri, Vice President/Treasurer at above-referred account. He advises that they have encountered several problems with shipping which has caused the slowness in the remittance of their payments. He advised that checks are sent twice a month - on a four week month the checks are cut the second and fourth Friday, and on a five week month the checks are cut on the third and fifth Friday of the month. Payments would, therefore, average approximately 15 days slow.

A recent problem encountered involving delays in shipment or partial shipment caused a recent order to be held. Mr. Suri advised that they will not authorize invoices for payment until the entire shipment has been received. You advised that several shipments are coming from Long Beach and must travel through the Panama Canal, sometimes involving three weeks transit time. I gave you specifics of invoices where Mr. Suri claimed partial shipments with various dates and hope that you will be able to research these items so as to avoid any future misunderstandings.

Thank you for your help in resolving this matter.

Very truly yours,

Denise J. Costigan

DJC/kam
4788W

To: Tom Norris

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asbestosclaims.law/library/15501/21

UNION CARBIDE

INTERNAL CORRESPONDENCE

RECEIVED

UNION CARBIDE CORPORATION 308 HARPER DRIVE MOORESTOWN, NJ 08057

To (Name) R. E. Byrne, Jr.
Division Calidria Asbestos
Location 4625 Royal Avenue
Area Niagara Falls, NY 14302

Date May 1, 1985
Originating Dept. Northeast Credit
Area

Copy to Linda Grogen, King City, CA
Tom Norris

Subject Kentile Floors

Back in March of 1982 you had written to the Credit Department stating the Division's willingness to accept Kentile Floors' policy of paying 45 days after date of invoicing. At that time you felt that Kentile was a very important account for Calidria Asbestos. This memo is meant to update you on the current status of the account and also to once again solicit your support for the continuing slowness. The account has averaged 17 days slow on the net 30 day terms extended them. Recent conversations with Mr. Suri at Kentile Floors reveals that payments are made twice a month which causes the delay in receipt of payments. Recently problems were encountered when the customer delayed payment of several invoices which were shipped in partial amounts. He stated that their company policy is not to pay an invoice until the total order has been received in-house. He stated that they had encountered this problem one other time; Linda Grogen has committed to checking into the delay.

Although financials are withheld, June 1984 Tarnell resume revealed that annual sales are estimated in a medium eight figure range and net worth in a moderate eight figure range. A recent bank story received continues to reveal an extremely healthy company with minimal needs to borrow.

A short memo from you stipulating your concurrence with the customer's current status of payment which translates into approximately 17 days slow would be appreciated. As stated before, from the limited amount of information available, it appears that there is very little risk in extending this account a $200,000 line of credit.

Denise J. Costigan

DJC/kam
4789W

TO: Tom Norris

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asbestosclaims.law/library/15501/22

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors, Inc. VAT
Brooklyn, NY

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 02/13/85

PERSONS INTERVIEWED: Ernie Gamble, V.P. Technology
Earl Suri, Treasurer
Isaac Matalon, Controller
George Passmore, Traffic Manager

CALL OBJECTIVE: Account maintenance.

RESULTS OF CALL:

Ernie Gamble - NAT trials continue with no apparent success. A recent trial in Chicago, early 1985, did not produce adequate results after running for four hours. Sears Roebuck is continuing with the remodeling of all their retail stores. This business is expected to materially add to Kentile's overall sales and their purchases of SG-103 and SG-104 for 1985. Comments were made that Kentile may also secure the contract to supply VAT for the remodeling of all Ace Hardware retail stores. This would be a larger piece of business than the Sears Roebuck contract.

Earl Suri - Discussed the importance of Kentile staying within acceptable credit limits for their accounts payable. Currently if their account is over 30 days past due the Credit Department can and will place a hold on their orders. They have agreed to pay us at 15 to 30 days past our normal credit terms of Net 30.

George Passmore - We normally ship containers of SG-103-5 via U. S. Lines to the Port of Long Beach. U. S. Lines attempted to change this arrangement to shipment out of Oakland, CA. Mrs. L. Grogan discussed this with U. S. Lines and pointed out that this change would slow down shipments to Brooklyn. She also discussed with Mr. Passmore who contacted U. S. Lines and directed that the shipments revert back to the Port of Long Beach. The change has been made. GOOD GOING LINDA!

	BROOKLYN THROUGH 2/28/85			
	Tons	Annualized Budget	$ M	Annualized Budget
SG-103-5	462	333	78	60

	CHICAGO THROUGH 2/28/85			
	Tons	Annualized Budget	$ M	Annualized Budget
SG-103-5	252	84	42	15
SG-104	815	800	121	120
TOTAL	1,529	1,217	241	195

FOLLOW-UP ACTION REQUIRED: Maintain quarterly contact.

COPIES TO: GLD, GML, JEW, KC-FILE, PITT-FILE, JTK

(0433B)

From The Desk Of
TOM NORRIS

Brooklyn
Shut-Down
July 15 to
Aug 14.

Calidria
CORPORATION

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson REGION: _____ DATE OF CALL: 11/10/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED: Ted Zima - Vice President (Traffic)

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL:

	TONS			$M		
	1982 Budget	To Date	Expected	1982 Budget	To Date	Expected
SG-103-5	1600	1386	1630	230	195	230

(Appointment with Fred Brown not kept because of the death of his father on 11/8/82.)

Discussed in detail the favorable piggy-back rates that UCC had negotiated but found out that Kentile had obtained even lower rates. Ted was very appreciative of the efforts of our traffic department on their behalf even if they had not been successful. Said he would call Joe Vincennie in Danbury regarding the situation, which he apparently did soon after I left.

FOLLOW-UP ACTION REQUIRED:

Maintain normal contacts.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dac 11/12/82

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Union Carbide Corporation, 270 Park Avenue, New York, NY 10017

INDUSTRY CLASSIFICATION: Corporate Distribution

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 12/9/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Howard M. Kessler - Senior Transportation Analyst (Rail Carrier Transportation)

CALL OBJECTIVE:

Discuss asbestos freight rates

RESULTS OF CALL:

Howard recently negotiated a more favorable freight rate for SG-104 (covered hopper cars) from King City to Chicago (Kentile). The new rate, effective 11/9/81, is $3.09 plus $0.04 surcharge or $3.13 per 100 lbs. versus the former rate of $3.46/100. This applied only via SP(Santa Rosa, NM) SSW (Kansas City, MO) MILW (Chicago), although this second routing has since become available: SP (Ogden, VT) DRGW (Denver, CO) BN (Chicago). On 12/7/81 we were contacted by Luke Pollard of Chicago Northwestern that the lines involved with the normal routing of bulk cars to Chicago had also agreed to go along with this rate (SP, UP, CNW, CRI). According to Howard, it was Chicago Northwestern who had objected to the initial request for a rate reduction.

Also, a few months ago the western Railroad Traffic association proposed a 3% increase in rates for all asbestos shipments from the western U.S. but our people were successful in opposing it as it was not to apply to shipments of Canadian asbestos.

The new SG-104 rates are expected to save Kentile an estimated $35,000 per year, but does not make us more competitive with Canadian asbestos especially in Brooklyn, with SG-103. Howard agreed to obtain the present rates for the various types of shipments,.i.e. railcars, piggyback, sea-land, common carrier, etc. from King City to Chicago and Brooklyn. (OVER)

FOLLOW-UP ACTION REQUIRED:

GLD - Send letter to Howard requesting above mentioned information plus relevant data relating to the 10 bulk cars presently dedicated to service for Kentile.

COPIES TO: GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 12/14/81

UNION CARBIDE CORPORATION
METALS DIVISION
COMPETITIVE PRICE REPORT

600-322-220

SALES OFFICE LOCATION	DATE OF REPORT
Niagara Falls, NY	1/8/82

PRODUCT: CALIDRIA Asbestos

EFFECTIVE WITH RECORD NO.:

GRADE	SIZE	PACKAGE	PRICE BASIS
SG-103-5	----	50 lb. bag	☐ 15 N.T. ☐ LESS THAN 15 N.T.

CUSTOMER AND DESTINATION: Kentile Floors, Inc. , 58 Second Avenue, Brooklyn, NY 11215

PRICE — COMPETITIVE INFORMATION

COMPETITOR	COMPETITIVE PRICE	UCM PRICE
Carey Canada, Inc.	ca $90/ton	$144/ton
ALLOWANCE RECOMMENDED ▷ $ 4/ton	QUANTITY ☐ This Order ☒ This Period	VALID PERIOD FROM 2/1/82 TO 12/31/

FREIGHT — RATE BASIS

☐ BARGE ☐ CARLOAD ☐ LESS CARLOAD

☐ TRUCKLOAD or Container ☐ TRUCKLOAD – DUMP ☐ LESS TRUCKLOAD

FREIGHT — COMPETITIVE INFORMATION

COMPETITIVE SHIPPING POINT	RATE	PER	
East Broughton, Quebec, CANADA	$		☐ GT ☐ NT ☐ CWT
METALS DIVISION SHIPPING POINT: King City, California	$		☐ GT ☐ NT ☐ CWT
ALLOWANCE RECOMMENDED ▷ →	$		☐ GT ☐ NT ☐ CWT

EVIDENCE IN SUPPORT OF COMPETITIVE OFFER

SUPPORTING EVIDENCE OF COMPETITIVE OFFER (✓)

☐ Copy of offer attached. ☐ Saw copy of offer, but unable to obtain. ☐ Customer's written/signed representation of offer attached.
☒ Other (Comments noted below) ☐ Customer refused to show/furnish copy of offer.

We have been advised by Mr. Andrew Kennedy, Director of purchases for Kentile Floors, Inc., that the price of Carey Canadian tile grade asbestos fiber will not be increased until at least the second quarter of 1982. Therefore, based on conversations with him and other Kentile personnel, in addition to other vinyl tile producers, we believe the price for at least the first quarter will be about $90/ton (U.S).

In 1981 a $4/ton allowance was granted for SG-103 shipped to the eastern United States. Although this does little to compensate for the much higher delivered cost of Calidria versus Canadian asbestos to Brooklyn (price plus transportation), it is requested that a similar $4/ton allowance be granted in 1982. According to Mr. Kennedy it would "secure our present position with supplying their Brooklyn, NY plant and would mean 'quite' a lot to our sales here."

1982 budgeted sales to this location is 1,600 tons. A $4/ton allowance would, therefore, result in a revenue loss of $6,400.

A = Approved R = Rejected

SALESMAN (signature/date)	INDUSTRY MANAGER (signature/date)	BUSINESS MANAGER (signature/date) A R	GENERAL SALES MANAGER (signature/date) A R
E L Quinn			

FINAL DISTRIBUTION: Marketing Svcs. (Product File) Business Dept. (Customer File)
Marketing Svcs. (Customer File) Sales Accounting

M 322 - 4B

UNION CARBIDE CORPORATION
MINING & METALS DIVISION
COMPETITIVE PRICE REPORT

SALES OFFICE LOCATION: Niagara Falls, New York

DATE OF REPORT: 11/18/80

EFFECTIVE WITH RECORD NO.:

PRODUCT: "Calidria" Asbestos

GRADE	SIZE	PACKAGE	PRICE BASIS
SG-103-5		50 lb. bags	☐ 15 N.T. ☐ LESS THAN 15 N.T.

CUSTOMER AND DESTINATION: Kentile Floors, Inc., 58 Second Avenue, Brooklyn, NY 11215

PRICE

COMPETITIVE INFORMATION	COMPETITOR	COMPETITIVE PRICE	UCM PRICE
	Carey Canadian Mines, Ltd.	C$104/Ton	$136/Ton*
	ALLOWANCE RECOMMENDED: $ 4/Ton	QUANTITY: ☐ THIS ORDER ☒ THIS PERIOD	VALID PERIOD: FROM 1/1/81 TO 12/31/81

FREIGHT

RATE BASIS: ☐ BARGE ☐ CARLOAD ☐ LESS CARLOAD ☒ ~~XXXXXXXX~~ Container ☐ TRUCKLOAD - DUMP ☐ LESS TRUCKLOAD

COMPETITIVE INFORMATION		
COMPETITIVE SHIPPING POINT: East Broughton, Quebec, Canada	RATE $	PER ☐GT ☐NT ☐CWT
M&M DIV. SHIPPING POINT: King City, California	RATE $	PER ☐GT ☐NT ☐CWT
ALLOWANCE RECOMMENDED →	$	PER ☐GT ☐NT ☐CWT

EVIDENCE IN SUPPORT OF COMPETITIVE OFFER

(IN ACCORDANCE WITH POLICY AND PROCEDURE MANUAL SECTION 304, SUBJECT 304.03)

Mr. Andrew Kennedy, Director of Purchases for Kentile Floors, Inc., has advised us that Canadian tile grade asbestos will be available for C$104/Ton F.O.B. Quebec, Canada in 1981. Carey Canadian, their present Canadian supplier, is actively pursuing this account. In order to maintain any business at this plant it will be necessary to partially meet the competitive situation and lower our scheduled price from $136/Ton to $132/Ton. We may not get any orders even at this price because of the wide spread between our delivered cost and Carey's.

*Subject to any change in schedule price.

SALESMAN (SIGNATURE): G. L. Dickson

REGION MANAGER (SIGNATURE): [signature] 11/19/80

APPROVED: [signature]

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EM 322 - 4B

UNION CARBIDE CORPORATION
MINING & METALS DIVISION
COMPETITIVE PRICE REPORT

SALES OFFICE LOCATION: Niagara Falls, New York
DATE OF REPORT: 12/21/79
EFFECTIVE WITH RECORD NO.:

PRODUCT: "Calidria" Asbestos SG-104

GRADE	SIZE	PACKAGE	PRICE BASIS
		Bulk	☐ 15 N.T. ☐ LESS THAN 15 N.T.

CUSTOMER AND DESTINATION: Kentile Floors, Inc. 4532 South Kolin Avenue Chicago, IL 60632

PRICE

COMPETITIVE INFORMATION	COMPETITOR	COMPETITIVE PRICE	UCM PRICE
	Carey Canadian Mines, Ltd.	$99.00/ton	$106/ton
ALLOWANCE RECOMMENDED	$ $2.00/ton	QUANTITY ☐ THIS ORDER XX THIS PERIOD	VALID PERIOD FROM Jan 1 TO Dec 31

FREIGHT

RATE BASIS: ☐ BARGE ☒ CARLOAD (Bulk) ☐ LESS CARLOAD ☐ TRUCKLOAD ☐ TRUCKLOAD - DUMP ☐ LESS TRUCKLOAD

COMPETITIVE INFORMATION		
COMPETITIVE SHIPPING POINT: East Broughton, Quebec, CANADA	RATE $	PER ☐GT ☐NT ☐CWT
M&M DIV. SHIPPING POINT: King City, CA	RATE $	PER ☐GT ☐NT ☐CWT
ALLOWANCE RECOMMENDED →	$	PER ☐GT ☐NT ☐CWT

EVIDENCE IN SUPPORT OF COMPETITIVE OFFER
(IN ACCORDANCE WITH POLICY AND PROCEDURE MANUAL SECTION 304, SUBJECT 304.03)

Mr. Andrew Kennedy (Director of Purchases) advised us on December 11 that he could purchase Carey Fiber at a cost of $99.00/NT FOB East Broughton, Quebec, CANADA. In order to maintain our position at their Chicago plant, it would be necessary to partially meet the competitive situation and lower our published price to $104.00/ton, and for any quantity purchased in 1980 exceeding 4500 tons to $102/ton. Carey Canadian Mines, Ltd., is actively pursuing this account and has discussed the possibility of quantity discounts with Mr. Kennedy.

CC: REB
GLD
EJK
JLM

SALESMAN (SIGNATURE)	REGION MANAGER (SIGNATURE)	APPROVED
G L Dickson	John L. Myers 12/21/79	

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 5/21/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Director of Purchasing
Ernie Gamble - Vice President (Technology)
FRED BROWN -

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

Kentile is beginning to feel the effects of the economic downturn as is reflected in our 1982 "Calidria" sales to their Brooklyn and Chicago plants:

	TONS			M$		
	Budget	To Date*	% Budget	Budget	To Date*	% Budget
CHICAGO						
SG-103-5	400	378	284	58	54	280
SG-104	5200	1098	63	655	141	64
BROOKLYN						
SG-103-5	1600	378	71	230	53	69
TOTAL						
* 4 Months	7200	1854	77	943	248	79

The situation will probably worsen for us in June as both plants intend to shut down for annual maintenance purposes for 4 weeks. Kentile remains very pro asbestos, therefore, sales to them should continue on a normal schedule.

FOLLOW-UP ACTION REQUIRED:

GLD - Maintain quarterly visits.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 6/2/82

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

Save

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215
(212) 768-9500

INDUSTRY CLASSIFICATION: Vinyl-Asbestos Floor Tile

SALESMAN: Gordon L. Dickson w/ R. E. Byrne, Jr.

REGION: Eastern

DATE OF CALL: 6/27/78

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Purchasing Director
Ernie Gamble - V.P. & Technical Director

CALL OBJECTIVE:

Review their asbestos requirements for July.

RESULTS OF CALL:

Requirements for Chicago plant have been passed on to Ed Kleber by Ted Ray. Would like bulk cars filled and shipped as soon as they become available. Both plants are running short of inventory and because of expected OSHA & NIOSH (?) inspectors they will require two carloads of bagged material in July for each location.

FOLLOW-UP ACTION REQUIRED:

JLM/REB/EWS - Can we supply them the 4 cars they have requested?

COPIES TO: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE:JLM:REB:EWS

NF PERMANENT FILE ☒

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson
w/ E. J. Kleber

REGION: Eastern

DATE OF CALL: 7/14/78

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Dr. Ernie Gamble - V. P. & Technical Director
Andrew Kennedy - Purchasing Agent

CALL OBJECTIVE:

Determine Kentile's short term and long term asbestos requirements.

RESULTS OF CALL:

1) Short Term - Kentile is in real trouble at both the Brooklyn and Chicago locations. Brooklyn has not been very demanding of us, preferring to insure that Chicago is supplied. The reason for this is that Kentile had laid in a very large supply of Carey. This Carey inventory is now dangerously low and they are going to start pressuring us for more material at Brooklyn. Ideally, they would like us to ship them 2 cars of SG-103-5 by end of July and have placed orders for 4 cars in August. Their requirements for Chicago will be 2 cars of SG-103 before July's end, 2 more cars in August and ship bulk cars on their usual turn-around basis until advised to do otherwise.

   Both Ernie and Andy emphasized that asbestos inventories at both plants are dangerously low and even if we supply Chicago all the bulk cars we can plus one car of bags per month, by October they will be scraping bottom and will probably need to increase orders of SG-103 to keep running. Brooklyn is now almost totally at our mercy as the 4-car order for August indicates. Ernie mentioned that Kentile's current asbestos usage is approximately 160 tons/week, 85 tons of bulk and 75 tons of bags and we are now virtually the sole supplier.

2) Long Term - Our main interest here is to determine the amount of business we will retain at Kentile after the Carey strike. Andy noted that they will indeed buy from Carey after the strike is settled, although with the exception of being told we should be able to keep 5 bulk cars moving, we don't know how much. (OVER)

FOLLOW-UP ACTION REQUIRED:

JLM - One more bulk car should be leased. Kentile would love to have 6 bulk cars running now and 5 after Carey comes back.

COPIES TO: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE:JLM

NF PERMANENT FILE ☐

dal 7/18/78

2) CONT'D- Our best guess is that we will probably sell 2 to 3 cars per year to Chicago of SG-103 and 10 to 12 per year to Brooklyn.

3) Miscellaneous -

a) Ernie gave us a complete rundown of delivered prices in dollars per ton to both plants:

(THIS INFORMATION SHOULD BE KEPT STRICTLY CONFIDENTIAL)

Type	Brooklyn	Chicago
SG-103-5	$178.40/T	$156.25/T
SG-103-7	N.A.	$153.47/T
SG-104	N.A.	$132.40/T
*Carey 7TS-7 (Contract pricing)	$118.32/T	$114.08/T
*Atlas - AZ-20	$155.05/T	$136.47/T

*Will likely go up if/when operations resume.

b) Kentile has no objections to receiving TiO_2 contaminated asbestos, even up to 3%.

c) They profess no knowledge of an Atlas start-up, in fact, Andy mentioned that Atlas' sales agent, Huxley, is currently trying to sell Yugoslavian asbestos which Kentile has tested and found to be much too dark and very difficult to disperse.

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215
(212) 768-9500

INDUSTRY CLASSIFICATION: Vinyl-Asbestos Floor Tile

SALESMAN: Gordon L. Dickson w/ R. E. Byrne, Jr.

REGION: Eastern

DATE OF CALL: 6/27/78

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Purchasing Director
Ernie Gamble - V.P. & Technical Director

CALL OBJECTIVE:

Review their asbestos requirements for July.

RESULTS OF CALL:

Requirements for Chicago plant have been passed on to Ed Kleber by Ted Ray. Would like bulk cars filled and shipped as soon as they become available. Both plants are running short of inventory and because of expected OSHA & NIOSH (?) inspectors they will require two carloads of bagged material in July for each location.

FOLLOW-UP ACTION REQUIRED:

JLM/REB/EWS - Can we supply them the 4 cars they have requested?

COPIES TO: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE:JLM:REB:EWS

NF PERMANENT FILE XX

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Union Carbide trial exhibit UC-244: Calidria Customer Call Reports, Competitive Price Reports and Credit Memos...
ACL Doc 15501 · Page 35 of 84

"CALIDRIA" ASBESTOS SALES TO KENTILE FLOORS 1974-78

	1974		1975		1976		1977		1978	
BROOKLYN	MLbs.	M$	MLbs.	M$	MLbs.	M$	MLbs.	M$	MLbs.	M$
SG-103X			244	8			140	7	3780	202
SG-104			134	4						
CHICAGO										
SG-103X	130	3	30	1	130	6	162	8	1106	59
SG-104			1220	42	3716	146	2232	94	7044	317
TOTAL										
SG-103X	130	3	*384	13	130	6	302	15	4886	261
SG-104			1354	46	3716	146	2232	94	7044	317
GRAND TOTAL	130	3	*1738	59	3846	152	2534	109	11,930	578

*Includes 110 MLbs. & 4M$ to Kentile - Torrance (now closed).

EJK:dal
11/27/78

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METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson
w/ R. E. Byrne, Jr.

REGION: Eastern

DATE OF CALL: 11/22/77

PRODUCTS DISCUSSED:

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

Other:

PERSONS INTERVIEWED: Andrew Kennedy - Director of Purchasing
Ernie Gamble - Technical Director
Rocco Sergi - ?

CALL OBJECTIVE: Discuss SG-103-57

RESULTS OF CALL: An in depth discussion on the availability of SG-100 in non-standard size plastic bags, which resulted in their first order for one carload of SG-103-57. This new product nomenclature, which is described in J. L. Myers' letter dated 11/28/77, refers to SG-100 packaged 50 lbs. per bag in our conventional "70 lb." Valeron bags. In this instance it will be SG-EXP, with pallet over-wrap, at the newly established price of $106/Ton.

The details leading up to their decision to purchase "Calidria" for their Brooklyn plant are involved, but appear to be based primarily on toxicology and the present OSHA regulations. Until now they have been using only Carey Canadian (7TS-7) and Atlas material, both received in 100 lb. plastic bags. They do not appear to have any criticism on the quality of the Carey packaging, but have experienced considerable breakage with Atlas. Most of their production batches at Brooklyn call for the addition of about 35 lbs., 50 lbs., or 70 lbs. of asbestos. Therefore, they are presently required to break most of the bags before the asbestos is added. The use of 50 lb. bags will, therefore, negate some of this, which will result in a considerable savings in material handling, plus more importantly, the generation of asbestos dust. Along these lines we also reviewed the possibility of supplying other size bags in the future and detailed why we were not able to do so at the present.

A few miscellaneous bits of data picked up during our visit: Pallte overwraps are also added to the mix, therefore, there does not appear to be any disposal problem for them. Brooklyn uses about 90 tons of asbestos per week (4,500 tons/year), but do not produce any asphaltic til

(OVER)

FOLLOW-UP ACTION REQUIRED:

EJK - Chicago likes the SG-EXP and I think we should keep pushing SG-103-57 there, too. Thanks for the push in getting it into Brooklyn.

GLD - Keep close contact with their Brooklyn people and send them car number and shipping date as soon as available.

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They also make some of their own adhesives here, but according to Andy do not use any pyrogenic silica. (This undoubtedly should be pursued further with Ernie Gamble.) The Brooklyn plant does not have a railroad siding and Atlas shipments usually arrive by sea-land. Therefore, the carload of SG-103-53 will be shipped to Brooklyn Eastern District Terminal and trucked to their plant. It was suggested by Rocco that they also order a carload of SG-103-70 at this time but this received very little response from Andy.

Their Chicago plant recently received a large number of OSHA citations, but Rocco was able to get about 14 rescinded. It was not revealed what type of citations were involved, how Rocco managed to get them dropped, and whether the latter did or did not involve "Calidria". It is very apparent that OSHA is giving them a bad time, and although our products are presently more expensive than our competitors, OSHA can also be an expensive commodity. According to Ernie, once they get something on you they don't stop. At the present time, the OSHA group in Chicago is spending most of their time on U.S. Steel, which has relieved the pressure on Kentile to some extent.

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors Inc.
58 Second Ave., Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: T. P. Norris & G. L. Dickson REGION: Commercial DATE OF CALL: 02/16/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Andrew Kennedy, Director of Purchasing

CALL OBJECTIVE: Turnover call.

RESULTS OF CALL:

Andy advised that Carey price increase for 1983 would be 6%, April 1st; 6%, July 1st. We discussed large orders of SG-103-5 in January (+400 ton) and the possibility of those orders to continue. His response was that January purchases were for inventory adjustment; their stock decreasing as low as 1 ton SG-103, and the fact they were scheduled to run non-asbestos tile but did not. We inquired as to his interest in +400 ton SG-103-7 at a reduced price of $5.00 to $10.00/ton. His reply was that they prefer to use even number of 50# bags to reduce dust emmissions but that he would check his production people in New York and Chicago. We are to get back to him. Chicago ordered an extra bulk car for February delivery.

2/22/83 - Telephone call to Andy Kennedy on reduced price for +400 ton SG-103-7 of $140.00 (WCT). Andy advised no interest because bags would have to be split. Questioned as to what price he would be interested to take inventory and he replied...no interest for above reason.

	TONS		$ M	
	1983 Sales	1983 Budget	1983 Sales	1983 Budget
SG-130-5	651	1,400	98	198

FOLLOW-UP ACTION REQUIRED: Maintain quarterly contact.

COPIES TO: REB, GML, JEW, KC-FILE, NF-FILE, WCT

-0140B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors, Inc. Chicago, Il

INDUSTRY CLASSIFICATION Vinyl & Asphaltic Floor Tile

SALESMAN Gordon L. Dickson & Tom Norris

REGION Eastern

DATE OF CALL 11/17/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Dust Count Report
- ☐ Health & OSHA Information Blue Book
- ☐ Other, specify below

RSONS INTERVIEWED:

Dr. Ernie Gamble - V.P. Technology
Ted Ray - Ass't Plant Manager
Andy Kolis - Chief Chemist
Larry Mazenec - Purchasing Agent

L OBJECTIVE:

Account maintenance

	1981 Budget	Sales (9 months)	Expected
$M	713	475	630
Tons	6100	4042	5390

TS OF CALL:

mplaints from Kentile personnel, although Ted commented on the increase in fines r SG-104 product during the last few months. Has not entered a formal complaint has more important problems to solve, but it does represent a nuisance for them. sed the lower freight rate for SG-104 ($3.13/100 vs $3.46) which UCC corporate bution recently obtained for Kentile. They had been made aware of this by their affic department and appeared quite appreciative for our effort on their behalf attached letter). Ted has a slight concern regarding the new routing as shipments e a few days longer in transit, but with 4 bulk cars in their plant yard at the time it should not cause any immediate problem.

CTION REQUIRED:

rmal contact.

:TPN:JEW:KC-FILE:NF-FILE

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
4532 South Kolin Avenue
Chicago, IL 60632

INDUSTRY CLASSIFICATION: Vinyl Floor Tile

SALESMAN: Gordon L. Dickson w/R. E. Byrne, Jr. & T. P. Norris

REGION: Eastern

DATE OF CALL: 6/9/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Ray - Ass't Plant Manager
Andy Kolis - Chief Chemist
Larry Mazanec - Purchasing Agent

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL:

For the first five months Kentile is 87% of budget for SG-104 and 156% for SG-103 for combined sales of 90% of budget. As is customary with them, they intend to curtail production for one month in order to carry out their annual maintenance program beginning June 27. However, this year it may be only a partial shutdown as Ted reported that they may continue to operate one of the two production lines during this time. Although they still have several bulk cars on their siding they requested that we continue shipping them but to maintain at least 3 days between each car.

FOLLOW-UP ACTION REQUIRED:

Maintain normal contact.

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d-1 6/16/81

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
4532 South Kolin Ave.
Chicago, IL 60630

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 1/27/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Ray
Andy Kolis
Larry Mazanec

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

Their business remains good with one tile line operating 3 shifts and 1 line 1 shift 5 days a week. Discussed the fact that some of our cars have been in Chicago for several weeks before being unloaded. To the best of their knowledge they have never paid demurrage and it has not been a problem for them. Therefore, they want us to continue shipping on a turn around basis with three day intervals as in the past. They also are very much against decreasing the number of cars in use, now 10, as they feel they will be required, especially if GAF curtails their production. They also requested that they continue to receive a weekly update on bulk cars.

LJG - They would like this info on either Monday or Tuesday. Can you handle or would you prefer that I do this.

Spent considerable discussion on the condition of the product contained in RAIX 60619 which was received on 12/29/80. They estimated that it contained 40-50% fines and took about three days to unload. They do not intend to ask for a credit as they feel that not enough supervision was provided by them to be absolutely certain of just how much extra labor was involved. However, it was made very clear that if they ever received another car like this one it would not be unloaded as they think it may result in other problems during actual production.

FOLLOW-UP ACTION REQUIRED:

GLD - (1) Submit customer complaint report

(2) Maintain normal contact.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
4532 South Kolin Avenue
Chicago, IL 60632

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 11/25/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Ray: Ass't Plant Manager
Andy Kolis: Chief Chemist
Larry Mazanec: Buyer

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

Discussed the intended price increases for 1981 and received the usual reaction. However, the real decision on what they will buy next year rests with Andy Kennedy in Brooklyn. Ted suggested for the presentation there that delivered costs for both our products and Canadian fiber be available.

Mention was made that a rumor is going around that the GAF plant in California is in an "ify" position. Also, Asbestos Corporation is shutting down next month for up to 5 weeks because of large inventories and some plant repairs. Neither rumor was elaborated.

FOLLOW-UP ACTION REQUIRED:

Maintain normal contact.

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dal 12/3/80

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
4532 South Kolin Avenue
Chicago, IL 60032

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson & R. E. Byrne, Jr.

REGION: Eastern

DATE OF CALL: 9/17/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Ray - Ass't Plant Manager
Andy Kolis - Chief Chemist
Larry Mazanec - Purchasing Agent
Walt Lanske - Chemist

CALL OBJECTIVE: Account Maintenance

RESULTS OF CALL:

A few changes in plant personnel since our last visit. Larry apparently is in charge of purchasing due to the death of Ken Marshall. Will Wilson is no longer with the company and Rich Bromberg, formerly with Firestone, is now plant manager. The latter change seems to be everyone's satisfaction. They have heard a rumor that Flintkote may close their California plant and expected information from us which we were unable to provide. Their business continues to be very good which means that we should keep shipping 104 to them on a car turnabout basis until notified to do otherwise despite what their monthly purchase orders indicate.

FOLLOW-UP ACTION REQUIRED:

GLD - Maintain normal contact.

King City - Keep bulk cars moving as fast as possible until they tell us to do otherwise. This is especially important at this time as most of our shipments are light weight. It was also noted by Ted Ray that a car was recently received which had one empty compartment. (Product weight about 74 tons.)

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dal 9/23/80

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
4523 South Kolin Avenue
Chicago, IL 60632

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 6/17/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Ray - Ass't plant manager
Andy Kolis - Chief chemist

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL:

Delivered copies of the report covering the dust monitoring made at the Chicago plant on April 30, 1980. They still have not received the results from their Brooklyn lab but felt that our data was pretty much in line with their usual counts. Walter Lanske, the chemist who was involved with the sampling program, went into hospital today for minor surgery and, therefore, was not able to be present to discuss the report.

Reviewed the situation involving the damaged bulk car and, although both Ted and Andy felt that Kentile had handled it very poorly, it appears that the situation is under control. The car (ACFX 54682) left their plant on 6/12 for the St. Louis repair yard where it will be repainted and relined. Hal Thompson (NYO distribution) has informed us that the cost should be minimal as it is an old car which probably needed repainting anyways and that they will exert some pressure on ACF to keep the repair costs as low as possible. According to the trip lease agreement, it is Kentile's responsibility to pay for the damages and a recent telephone conversation with Earl Suri, Kentile's treasurer, indicated that there should be no problem from them as their liability insurance should cover it.

No product is to be shipped to Chicago this month because of their annual shutdown which will last from June 14 to July 21. Six cars originally to be shipped for June have been rescheduled for July.

FOLLOW-UP ACTION REQUIRED:

GLD - Maintain normal contact.

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dal 6/25/80

Ted reported that the two bulk cars (RAIX 60619 & ACFX 54682) which they claimed had faulty valves are now operating satisfactorially, thanks to Dick Marsden and his King City repair group.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
4532 South Kolin Avenue
Chicago, IL 60632
312/523-6814

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson & Fred Smith

REGION: Eastern

DATE OF CALL: 4/30/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☒ Other, specify below

PERSONS INTERVIEWED:

Ted Ray - Ass't plant manager
Will Wilson - Plant manager
Larry Mazanec - Buyer
Andy Kolis - Chief chemist
Wally Lanske - Chemist

CALL OBJECTIVE:

Obtain dust emission samples plus account maintenance.

RESULTS OF CALL:

Dust emission samples, similar to those obtained at their Brooklyn plant on the previous day, were obtained and will be reported at a later date. Considerable surprise was reflected by several of their people that we were allowed into either plant and it may be assumed that we will not be allowed to do additional monitoring. According to both Larry and Ted their present inventory of SG-104 & SG-103 is adequate but that we should continue shipping bulk cars on a turn around basis. If for any reason they should be held up they will so inform us. Their business continues very good, partly they feel because of the recent closing of the Flintkote plant in Chicago.

FOLLOW-UP ACTION REQUIRED:

GLD - Report dust count when data becomes available.

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NF PERMANENT FILE ☐

dal 5/16/80

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
4532 South Kolin Avenue
Chicago, IL 60632

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson & E. J. Kleber

REGION: Eastern

DATE OF CALL: 3/26/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Ray - Ass't Plant Manager
Larry Mazenec - Buyer
Andy Kolis - Chief Chemist

CALL OBJECTIVE:

Assume account responsibility.

RESULTS OF CALL:

Extremely productive dinner meeting. No problems on our end except they appear to be using our asbestos about as fast as it arrives at their plant. Shipments from King City should be about 8 cars which will help but will mean a car shortage next month unless the turn-around time is very good. No planned shutdown in July at their Chicago plant this year which should mean additional sales for us. The effect of Flintkote closing their Chicago plant later this week has not been noted by them as yet although they feel that some increase in their sales should be realized later in the year.

FOLLOW-UP ACTION REQUIRED:

GLD - Establish once a quarter (or better) visit schedule with this group. Inform Larry about once a week on the status of their bulk cars.

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors Inc. Chicago, IL

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Edward J. Kleber w/G. L. Dickson

REGION: Midwest

DATE OF CALL: 2/26/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Raye - Assistant Plant Manager

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL:

Kentile has recently added a 3rd shift because of increased business and Ted has instructed us to ship bulk cars on a shuttle basis. He will watch turn-around times and inventories closely for a while and will make a decision on whether to continue the shuttle program, reduce back to specific ship dates or request more bulk cars.

The announcement that Flintkote in Chicago Heights will close their doors March 28th could also have a direct effect on Kentile's business, although at this time it is unknown how much. Ted seems to feel that Kentile-Chicago, Armstrong-Kankakee and Flintkote-Toronto may split that business.

Ted told us that in case Carey should go on strike, he was going to have to depend on us for good service to carry them through the strike. We told him we would do everything we could to see to it that Kentile was supplied.

One of the reasons that Kentile's business is up is that he claims that both GAF and Amtico are having quality problems. He chose not to elaborate on what sort of problems they were having.

He also noted that they would probably be ordering a car of SG-103 in April.

(OVER)

FOLLOW-UP ACTION REQUIRED:

EJK - Regular calls.

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NF PERMANENT FILE ☐

dal 3/5/80

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Ted's promotion to Assistant Plant Manager will not change our relationship. We are still to use him as our prime contact. The new Chief Chemist is Andy Kolis who has been Ted's right-hand man for years.

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors Chicago, IL

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 3/8/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Raye - Chief Chemist
Ken Marshall - Buyer

CALL OBJECTIVE: Regular call.

RESULTS OF CALL:

Ted has virtually eliminated Carey Canadian asbestos from their vinyl asbestos floor tile. The only place Carey gets used anymore is in asphalt tile, where Ted feels the extra efficiency and brightness of "Calidria" is offset by the better price of Carey. The direct result to us of all this is that instead of receiving 5 cars of SG-104 per month, Ted would like to see between 6-1/2 and 7 cars. Therefore, unless pressured by our Chemicals & Plastics Division, we should not make a voluntary effort to return the 2 RAIX cars. Business has been good, and Ted sees no end to it in sight. Right now the only fly in the ointment could be allocation of vinyl resins to Kentile. Ted feels that they are covered for the short term, but the long term is a little hazy.

Ted asked us to do him a couple of small favors. First of all, for the next couple of months he would appreciate a phone call prior to every shipment we make from King City. He would also like us to ship cars to him with at least 2 days between each shipment. This has to do with his vinyl resin problems at Chicago. Right now it's feast or famine with vinyl and he may go 5 days with no vinyl received, and then suddenly be faced with 7 to 10 bulkcars. He does have warning on these, but they make for a terrific hassle at their unloading station. I told him I saw no problem with either of their requests.

I asked Ted about requirements for both bag and bulk for 1979. The above mentioned 6-1/2

(OVER)

FOLLOW-UP ACTION REQUIRED:

EJK -- Normal calls.

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to 7 bulkcars per month should hold the rest of the year. As far as bag material is concerned, Ted probably will require only 2 to 3 cars this year. The bag material is used by Kentile usually only during OSHA inspections. The rest of the time it is left out in a very prominent position so that any wandering visitors see the nice dust-free pellets. But since his usage of Carey is going to drop off so dramatically this year, he has less quantity of Carey to cover up with "Calidria" bags. If that strikes anyone as odd, as it did me the first time, just think of the extra one to two bulkcars per month we'll be selling them. Strange as it seems, the less Carey Kentile uses, the less "Calidria" bag material they use.

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc. Chicago, IL

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Edward J. Kleber w/ G. L. Dickson

REGION: Midwest

DATE OF CALL: 8/8/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Raye - Chief Chemist
Ken Marshall - Buyer

CALL OBJECTIVE:

Routine

RESULTS OF CALL:

Ted & Ken both noted that business is great and no slowdown has been seen. Although not quite ready to enter an order, Ted sees September as one bulk car every 3 to 3-1/2 working days and probably no SG-103-5. As always, this will be subject to change. Ted asked why we short-shipped him on the last SG-103-5 order. He claims that usually we ship 2500 lb. pallets and this last order was only 2000 lb. per pallet. I couldn't recall anything right away, but said I'd check into it. Ted said he couldn't care less, he was just curious.

Ken said that he was sure the Carey salesman had told him that their labor contract expired in late February or early March of 1980. This contrasted sharply with the date of January of 1981 we had heard. He said he'd be happy to recheck and let us know. I told him we'd appreciate it. We are to call Ken on 8/10 to find out the answer.

The most interesting news of the day was supplied by Ken who said that Barney something-or-other, a Kentile V.P. told him that GAF was going out of the floor tile business. I told Ken that this was stunning news that I knew nothing about. He stressed that he has seen nothing in print about it, but if we heard anything, he'd like it confirmed.

FOLLOW-UP ACTION REQUIRED:

EJK - Find out why we short-shipped Kentile.
- Check with Ken regarding Carey contract.

Everybody - What's this about GAF?

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NF PERMANENT FILE ☐

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc. Chicago, IL

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Edward J. Kleber w/G. R. Adams

REGION: Midwest

DATE OF CALL: 11/2/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Raye - Chief Chemist
Ken Marshall - Buyer

CALL OBJECTIVE:

Regular call on large SG-104 customer

RESULTS OF CALL:

Our SG-104 shipments to Kentile have been interrupted because six of the ten bulk cars in service must be sent to St. Louis for FRA inspection. Ted notes that in order to assure a supply of fiber, we should ship a car of SG-103-5 ASAP. Ken will start the machinery rolling and give us an order by 11/5.

OSHA pressures have again started Kentile thinking about going to 100% bulk. A $20,000 modification would have to be made in order to assure no leaks at the bulk car unloading station, but Ted feels that this is not a significant hurdle.

We also briefly discussed having our health & safety expert (H. B. Rhodes) give a talk to the hierarchy of Kentile on where we feel OSHA, EPA, etc. is heading. Ted is going to check with Barney Ramundi (Kentile V.P.) and try to set something like that up.

Included in this call was a quick trip to the unloading station and a look at our bulk cars. Ted gave us a brief "cooks" tour of how cars are positioned, unloaded and closed up.

Things are going fairly well here and once we get over the FRA inspection hang-up, we should return to a 6-7 bulk cars/month level.

FOLLOW-UP ACTION REQUIRED:

EJK -
- See Ted about a safety seminar
- Get order for SG-103-5 from Ken (done).
- Normal calls

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NF PERMANENT FILE ☐

dal 11/13/79

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors, Inc. Chicago, IL

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 9/26/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Raye - Chief Chemist
Ken Marshall - Buyer
Larry Mazanel - Buyer

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL:

Things continue to zip along at a brisk pace; we thanked them for the October order for 7 bulk cars and told them we shouldn't have any trouble meeting the shipping dates.

Reviewed with Ken the importance of having cars CCBX-55155, CCBX-55157, CCBX-55161, CCBX-55178 and RAIX-60108 sent to St. Louis for FRA inspection by the end of the year. Ken agreed to ship these cars as soon as emptied to St. Louis.

FOLLOW-UP ACTION REQUIRED:

EJK - Regular calls.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors, Inc. Chicago, IL

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 9/5/79 (telecon)

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ted Raye - Chief Chemist

CALL OBJECTIVE:

Check on recent shipments

RESULTS OF CALL:

Ted notes that he is slightly backlogged on our asbestos because of a couple of major plant breakdowns and also because they are currently running asphalt tile which uses mostly Carey asbestos. At this point he's not considering cancelling any cars, but it is a possibility.

The most interesting news is that Ted has spoken to Carey in the last week and they told him that their labor contract in Quebec is up in April, 1980. Even more interesting is that Carey claims that J-M, Lake and all other Quebec asbestos producers contracts are up in December 1979 or January 1980. I told Ted that this contrasted rather sharply with our information, which was more like 1981. In the absence of other information, Ted is going to assume the Carey dates are correct.

FOLLOW-UP ACTION REQUIRED:

EJK - Normal calls

JLM - I hate to be a pest about this, but can we find out these contract expiration dates for sure?

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE:JLM NF PERMANENT FILE ☐

dal 9/5/79

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Chicago, IL

INDUSTRY CLASSIFICATION: Floor tile

SALESMAN: Edward J. Kleber w/ G. L. Dickson

REGION: Midwest

DATE OF CALL: 4/17/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED: Ted Raye - Chief Chemist

CALL OBJECTIVE: Routine

RESULTS OF CALL:

Ted has overbought Carey's asbestos and is "up to his eyeballs" in fiber. His current thinking, pending a May 1st physical inventory is to stop buying Carey and ease off on "Calidria" until his inventory levels return to a more normal level. The current thinking now is to ship him a car of SG-104 every Monday for a few more weeks and then begin shuttling our bulk cars again. I explained to Ted that if we don't keep these cars moving, our C&P Division may insist that we return a couple of the bulk cars. Ted does not want that to happen and will endeavor to get the cars moving as quick as possible.

Kentile is going to continue to buy some Carey, mainly for asphalt tile, but we will get the lion's share of the business here. There are no plans to purchase from either J-M or Atlas.

FOLLOW-UP ACTION REQUIRED:

EJK - Stay close with Ted on bulk car movements.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE :JLM

NF PERMANENT FILE ☐

dal 5/2/79

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asbestosclaims.law/library/15501/56

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors, Inc. Chicago, IL

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 6/13/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED: Ted Ray - Chief Chemist
Ken Marshall - Buyer

CALL OBJECTIVE: Routine

RESULTS OF CALL:

Ted announced that we should ship no cars until the middle of July, since Kentile will be closed the entire month. He is going to send in a P.O. which will cover the period from July 16th till August 31. In that time, we are to ship between 8-10 bulk cars and 2 cars of SG-103-5.

The recent upsurge of SG-103-5 usage is due mainly to keep OSHA happy. Ted received a T/L of so-called 50 lb. bags from Atlas and is planning to give them back. It appears that Atlas took their normal 100 lb. bag, cut it in half and put a piece of plastic wrap over the exposed part. As if this wasn't bad enough, the bag weights varied from 38 to 64 lbs. In a word, the whole thing was a disaster and that should finish off Atlas once and for all.

The "Calidria" usage now accounts for 85-90% of Kentile-Chicago's usage, with Carey still hanging in there, mainly for asphalt tile. We'll probably never get 100% of the business because Ted likes to keep a second supplier on the hook.

FOLLOW-UP ACTION REQUIRED:

EJK - Things going very well, keep in touch.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE JLM NF PERMANENT FILE ☐

dal 6/20/79

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: ARMSTRONG CORK
SOUTH GATE, CA

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS REGION: WESTERN DATE OF CALL: TELEPHONE 11/24/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PRODUCT DISCUSSED: Asbestos

PERSONS INTERVIEWED: Earl Evans, Chief Chemist

CALL OBJECTIVE:

To determine future interest of bagging SG-130 in P.E. bags.

RESULTS OF CALL:

1978 was the last year we shipped to this location. Internal problems in handling our pellets was the major problem and we were not set up to bag open fiber in P. E. bags. At present, with some progress being made in locating a source of breathable P.E. bags, it was assumed that they would be receptive to this concept. However, Earl advises they have no interest in this type of bag as they have just about completed the switch to an asbestos-free formulation. Purchases of asbestos from Canada are down dramatically and he advised it is just a question of time before they will be totally asbestos free!

FOLLOW-UP ACTION REQUIRED:

COPIES TO: GML:REB:JEW:GLD:NF-FILE:KC-FILE NF PERMANENT FILE

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
4532 South Kolin Avenue
Chicago, IL 60632
312/523-6814

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson & Fred Smith

REGION: Eastern

DATE OF CALL: 4/30/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☒ Other, specify below

PERSONS INTERVIEWED:

Ted Ray - Ass't plant manager
Will Wilson - Plant manager
Larry Mazanec - Buyer
Andy Kolis - Chief chemist
Wally Lanske - Chemist

CALL OBJECTIVE:

Obtain dust emission samples plus account maintenance.

RESULTS OF CALL:

Dust emission samples, similar to those obtained at their Brooklyn plant on the previous day, were obtained and will be reported at a later date. Considerable surprise was reflected by several of their people that we were allowed into either plant and it may be assumed that we will not be allowed to do additional monitoring. According to both Larry and Ted their present inventory of SG-104 & SG-103 is adequate but that we should continue shipping bulk cars on a turn around basis. If for any reason they should be held up they will so inform us. Their business continues very good, partly they feel because of the recent closing of the Flintkote plant in Chicago.

FOLLOW-UP ACTION REQUIRED:

GLD - Report dust count when data becomes available.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE :JLM

NF PERMANENT FILE ☐

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asbestosclaims.law/library/15501/59

REPORT OF CALL

CC for

T. P. Norris
J.W.Rawlings/W.N.Johnson
T. C. Stanhagen
J. A. Moore
K. C. - File
N. F. - File

UNION CARBIDE CORPORATION

P.O. Box 579 Niagara Falls, N.Y. 14302

G. L. Dickson with
By R. E. Byrne, Jr.

Date 2/11/72

Full Name National Gypsum 2301 South Newkirk Address Baltimore, Maryland (301-732-9200) Mfrs. of	Interviewed Bob Le Brun - Purchasing Ed Haas - Quality Control Supervisor

OBJECTIVE

Routine call on regular user of SG-210.

OBSERVATIONS

King City

SG-210 is being used on a regular basis here for ready-mix tape joint compounds. No complaints and they are well satisfied with our product. Both men, especially Ed, were extremely complimentary on the condition of the SG-210 when they received it. Neatly stacked, no broken bags, easily handled and stored, etc. They "wished" their other raw materials could be obtained in the same manner.

They are making ready-mix products six days a week on a two shifts a day basis. This is actually about their top production rate as the third shift is usually reserved for other products.

ACTION

TCS

Terry, we tried to contact you before calling at National Gypsum but were unsuccessful. Both Ed and Bob appeared to appreciate our interest shown and so I am sure that we did not make any waves. It looks to us like the only way we can get our asbestos into their dry tape joint products is through their research group in North Tonawanda. Is this your feeling?

Thanks for the good work with their people as they are truly satisfied at this time. Let us know if you need any help from us.

Typed 2/17/72
cjb

REPORT OF CALL

CC for
T. W. Beliakoff
A. J. Costantin
D. Harris
T. P. Norris
JWR/WNJ
CC-File
JF-File

Calidria asbestos

UNION CARBIDE CORPORATION

P.O. Box 579 Niagara Falls, N.Y. 14302

By J. L. Myers

Date 3/7/72

Full Name Kentile Inc. **Address** 2929 California Street Torrance, CA 213, 775-3331 **Mfrs. of**	**Interviewed** Doug Browney - PA

Stopped in to check on use fo SG-102. Browney has no problems and did not want to discuss dust control or regulations.

PLANT CLOSED

JFM

Typed 3/13/72
cvb

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors - Brooklyn, NY

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Edward J. Kleber with G. L. Dickson

REGION Midwest

DATE OF CALL 2/3/77

PRODUCTS DISCUSSED:

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

Other:

PERSONS INTERVIEWED: Dan Miller - Purchasing
Dr. Ernie Gamble - Tech Services

CALL OBJECTIVE: Determine Effect of latest Atlas price increase.
Check progress of Bauer mill feed tests.

RESULTS OF CALL: Ernie and Dan both agree that the time has come to look very seriously at increasing UCC's share of asbestos requirements. Currently, we are supplying roughly 1/3 of the asbestos to the Chicago plant (~2000 tons in 1976) and nothing to Brooklyn. Dan wants us to work up our best delivered costs for SG-103 at both locations.

Along these lines a few things of interest were thrown out. Dan mentioned that Kentile may be willing to sign an annual contract for a "large" amount of asbestos if we were willing to discount the price slightly (we did not discuss specifics). Dan also said that they may want to try a car of SG-103 if we would bring the price nearer to the $89/ton of Atlas for one car. According to him, a carload would be necessary for a proper trial. Ernie said that generally they find about a 5% advantage in using our material over Atlas. Both Ernie and Dan seem very anxious to work out a way to increase UCC's portion of asbestos supply. Ernie especially seems to want to do business with us. He seems to have a very high regard for UCC.

Ernie has not yet looked at the Bauer mill feed, mainly because the sample we gave him is much too small. He needs a minimum of 10 lbs., but would like 30. If it looks promising, they would be willing to buy 20 tons or so for a production trial. They may want to buy the 20 tons and fill the car with SG-103 and run two trials back-to-back.

GLD asked for and got the new Carey price list (copy attached). Kentile currently buys 7TS-7

FOLLOW-UP ACTION REQUIRED:

JLM/WCT - Are we interested in a contract for Kentile?

JLM - Can we ship Brooklyn a car for evaluation at $89-92/ton?

EJK - Send larger Bauer mill feed sample to Ernie.
- Get closer to Ted Ray at Chicago. Ernie feels this is important.

EJK/GLD - Continue normal calls.

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

Typed 2/7/77 cjb

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors - Chicago, IL

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Edward J. Kleber with J. L. Myers

REGION Midwest

DATE OF CALL 11/4/76

PRODUCTS DISCUSSED:

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

PERSONS INTERVIEWED: Ken Marshall - Buyer
Ted Ray - Chief Chemist
Dr. Ernie Gamble - Tech. Service (Brooklyn)

CALL OBJECTIVE:
1. Turn over call with JLM.
2. Find out how SG-103-Exp trial went.
3. Determine interest in Bauer feed mill product.
4. Inform Ken and Ray of status of future bulk shipments.

RESULTS OF CALL: The SG-103-Exp has been run a couple of times and reaction to it was mixed. Both Ernie and Ted agree that more work needs to be done and future tests will be conducted. The major problem that developed was that the whole system just simply dried up. Whether that was due to SG-103-Exp having a very high oil absorption or that the formulation was out-of-whack is unknown, but the latter is more probable.

Both Ernie and Ted seemed interested in the Bauer feed mill product. JLM gave Ernie a small sample to take back to Brooklyn and run some preliminary tests. If any interest shows, we will send a larger sample. Ernie made a big speech regarding their willingness to look at everything we've got, because, he says, they really want to deal with us. He seems to feel that our bulk system is the only way to go over the long haul.

Ted, Ken, and Ernie all were moaning about the valves on new bulk cars. The opening is so small that the pellets continually hang-up. JLM assured them that from now on, cars we ship them will have the old valve which was satisfactory.

FOLLOW-UP ACTION REQUIRED:

EJK - Continue normal calls.
- Stay with Ted on both SG-103-Exp and Bauer feed.
- Inform Ken where to send bulk car with small valve when empty.

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

Typed 11/12/76 cjb

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors
58 Second Avenue
Brooklyn, NY
212-768-9500

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: John L. Myers & G. L. Dickson

REGION:

DATE OF CALL: 10/26/76

PRODUCTS DISCUSSED:

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

Other:

PERSONS INTERVIEWED: D. Miller - Purchasing

CALL OBJECTIVE: DIscuss 1977 requirements and transfer account to GLD.

RESULTS OF CALL: They are using Atlas and Carey at both plants: Chicago and Brooklyn. They cannot use bulk at Brooklyn and can't afford our bagged material. Atlas ships via ocean freight to Brooklyn. They have opposed Atlas Freight Proposal because they have submitted one of their own on the same line. They want trailers because of the excessive bag damage experienced with Atlas cars, due to thin plastic (5 mil compared to Carey's 7 mil) and no dunnage. They are operating 3 lines in Chicago and can only use our asbestos on two of them. If they start a 4th line we should get more than the 2 CL/mo. now anticipated. They are only at 40% of capacity but are expecting an upturn early in 1977.

We should work directly with Chicago on the coarse material evaluation. He has had no price increase notice from Atlas or Carey. They would use our bagged material if we were closer to Atlas price, or vice versa. They have no plans to re-open Torrance and are negotiating for sale of equipment and buildings. We discussed the problems with and solutions to the new hopper cars from North American.

FOLLOW-UP ACTION REQUIRED:

GLD - Make periodic calls.

JLM/EJK - Check with Chicago on evaulation of SG-103-EXP.

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

Typed: 10/27/76 dal

REPORT OF CALL

Calidria ASBESTOS

c for A. J. Costantin
L. G. Krauskopf
T. P. Norris
W. C. Thurber
J. E. Walsh
KC-File
NF-File

UNION CARBIDE CORPORATION
P.O. Box 579 Niagara Falls, N.Y. 14302

By J. L. Myers with W. C. Thurber

Date 1/23/74

Full Name Kentile Floors Address 58 2nd Avenue Brooklyn, NY 212-768-9500 Mfrs. of	Interviewed Dan Miller - Purchasing

OBJECTIVE

Discuss price increases, short-term availability of SG-102 and future volume potential.

DISCUSSION

We currently limit Kentile to 2 CL's (130 T) of SG-102 per month, letting them choose whether to ship to Chicago or Torrance. When running at capacity they would like to have at least 300 TPM of our product. They also use Atlas and Canadian asbestos. Overall they are running at about 2/3 of their capacity due to resin shortages and will require only 1 CL of SG-102 per month until the resin situation eases, probably 4-6 months.

He was not surprised when we advised him of a price increase from $48/T to a maximum of $54/T, if cost-justified and approved. He indicated he was now paying $52-54/T for Canadian asbestos. They had just begun to buy small quantities from JM-Coalinga because they needed a "brighter" product at Brooklyn for a particular tile line. He was surprised to hear that Calidria is brightest and would like a sample for lab evaluation.

They apparently use about 12,000 tons of asbestos per year with 1/2 from Canada and 1/2 from California. They have never signed requirements contracts but he has no reticence about discussing with his management our interest in supplying all their asbestos needs in the future. Miller feels we could easily have all the California portion as long as we are price competitive. They prefer our pelletized asbestos.

Miller expects vinyl asbestos floor tile to maintain its "steady state," no particular growth and no serious recession.

ACTION

Use preceding information for planning. Re-contact Kentile as our plans progress. Send samples for evaluation. (Ordered 1/25/74)



Typed 1/30/74
djs

ADDED NOTE

Dan Miller called on January 31, 1974 to advise that his management, under "OSHA pressure," did not want any asbestos shipped to Chicago in paper bags. I pointed out that our pellets really precluded the need for plastic bags as far as dust generation and that we would eventually be able to supply in plastic bags. However, I hastened to add that it seemed mutually beneficial to not supply them this year and assured him that his failure to be a "regular customer" would not jeopardize his future allocations. He will send written confirmation of their plastic bag requirement and I will reply with our intentions.

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METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson
with J.. L. Myers

REGION: Eastern

DATE OF CALL: 3/17/77

PRODUCTS DISCUSSED:

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

Other:

PERSONS INTERVIEWED: Dan Miller - Purchasing Agent
Dr. Ernie Gamble - Technical Services

CALL OBJECTIVE: Check status of SG-EXP (Bauer Mill Feed).

RESULTS OF CALL: SG-EXP sample was lab evaluated against SG-103 and Atlas AZ-20. Two standard grade samples found to be comparable but both about 5% less efficient than AZ-20 in physicals. Color and brightness probably a bit better than the Atlas but it looks as though our competetion has upgraded his product somewhat.

Since our visit, Dan has ordered about 20 tons of SG-EXP to be shipped to our Hammond warehouse. On arrival half of it will be picked up by Kentile for a trial at their Chicago plant. The remainder will be picked up when they have a truck going to Brooklyn.

LJG - Please inform Ken Marshall at (312) 523-6815 when material arrives at Hammond. Kentile is to be charged $94/Ton plus freight cost based on a full car delivery rate to Chicago.

FOLLOW-UP ACTION REQUIRED:

EJK & GLD - Keep in contact with Ernie and Dan on how the plant trials go.

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

Typed 3/24/77 cjb

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors, Inc. Chicago, IL

INDUSTRY CLASSIFICATION Vinyl & Asphaltic Floor Tile

SALESMAN Gordon L. Dickson & Tom Norris REGION Eastern DATE OF CALL 11/17/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Dr. Ernie Gamble	-	V.P. Technology
Ted Ray	-	Ass't Plant Manager
Andy Kolis	-	Chief Chemist
Larry Mazenec	-	Purchasing Agent

CALL OBJECTIVE: Account maintenance

	1981 Budget	Sales (9 months)	Expected
$M	713	475	630
Tons	6100	4042	5390

RESULTS OF CALL:

No complaints from Kentile personnel, although Ted commented on the increase in fines in our SG-104 product during the last few months. Has not entered a formal complaint as he has more important problems to solve, but it does represent a nuisance for them. Discussed the lower freight rate for SG-104 ($3.13/100 vs $3.46) which UCC corporate distribution recently obtained for Kentile. They had been made aware of this by their own traffic department and appeared quite appreciative for our effort on their behalf (refer attached letter). Ted has a slight concern regarding the new routing as shipments may take a few days longer in transit, but with 4 bulk cars in their plant yard at the present time it should not cause any immediate problem.

FOLLOW-UP ACTION REQUIRED:

Maintain normal contact.

COPIES TO: GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 11/23/81

UNION CARBIDE

INTERNAL
CORRESPONDENCE

UNION CARBIDE CORPORATION

Mr G L Dickson
Metals
Niagara Falls NY

November 6, 1981

Corporate Distribution

Messrs

T R Alexander	NY-6
T C Bartlett	NY-6
R E Byrne	NF
W A Rebholz	SF
W R Ziegler	NY-6

Asbestos
Welby CA to Chicago IL

Dear Gordon:

This is to confirm that effective November 9 the rate on asbestos in hopper cars from Welby (King City) CA to Chicago IL will be reduced from $3.46 to $3.13 per 100 lbs.

The rate is limited to a route of SP-SSW-Kansas City-MILW only, which you will advise the plant to observe with the added notation of "for Conrail delivery or Conrail switch".

Tariff authority is item 1215 of TCFB 3002-S per supplement 16.

We understand this not only will save the customer $36,300 annually but has already resulted in some additional box car business to their Brooklyn facility for our efforts. Hopefully we will benefit at Chicago as well.

Yours very truly,

H. M. Kessler

HMK:TM

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METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson

REGION: Eastern

DATE OF CALL: 2/23/77

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.
☐	☐	☐	☐	☐	☐	☐	☒

Other:

PERSONS INTERVIEWED: Dan Miller - Purchasing Agent

CALL OBJECTIVE: Push SG-100 sales.

RESULTS OF CALL: Bag sample of SG-EXP (Bayer Mill Feed) not received. Since then, Mrs. ogan (King City) has promised to put a trace on it.

Discussed our ability to match the freight rate that Kentile is getting from U.S. lines or trailer loads of Atlas AZ-20. According to Ed Kleber, there would be no problem but would ake a couple of months. Were asked by distribution not to request it, however, unless we ntended to make use of it.

Presented the attached calculations to Dan. He agreed that they made sense but, according Ernie Gamble, their Brooklyn plant has never found a 5% increase in our products over AZ-20. could not explain why Chicago says it is so except that they may like handling our products etter and so see what they want to see. Am sure Dan would like to use SG-103 in Brooklyn ecause of the dust situation if for no other reason. Future action by them will depend much how the SG-EXP evaluation turns out.

FOLLOW-UP ACTION REQUIRED:

COPIES TO: Gen'l. Sales Mgr. (2); Mktg. Services; Others: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE :EJK:JLM
R. L. Schult J.E.Lenahan Typed 3/1/77 cjb

Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

Comparative Delivered Prices for Coalinga Asbestos Fiber.
($/Ton)

Brooklyn

	"Calidria"	Atlas
FOB Price ($/Ton)	$100.0	$ 89.0
Freight Cost ($/Ton)	62.2	62.2
Delivered Cost ($/Ton)	162.2	151.2
Effective Delivered Cost/Ton*	154.09	151.2
Difference	+ 2.89/Ton	

Chicago

	"Calidria"	Atlas
FOB Price ($/Ton)	$100.0	$ 89.0
Freight Cost ($/Ton)	44.8	44.8
Delivered Cost ($/Ton)	144.8	133.8
Effective Delivered Cost/Ton*	137.56	133.8
Difference	+ 3.76/Ton	

*Based on 105% efficiency of "Calidria" versus Atlas.

2/22/77
G.L.Dickson/E.J.Kleber

CUSTOMER CALL REPORT

USTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

ALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 3/14/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

ERSONS INTERVIEWED:
Andrew Kennedy - Director of Purchases
Earl Suri - Comptroller
Ernie Gamble - Vice President, R&D

ALL OBJECTIVE: Discuss late payments situation

ESULTS OF CALL: Call made with Dennis Gilpin (field credit representative - ortheast region). Very open and productive visit with Andy and Earl, who described the ituation as follows: Their customers are on 45-day terms which they said is standard for the ndustry. As Kentile's business has increased significantly over the past year, this has esulted in their accounts receivable also increasing. This, coupled with a planned ncrease in their raw materials inventory, has caused a temporary problem with cash flow. o compound the situation, they have computerized their entire finance department and as ould be expected, some problems have been encountered. For instance, checks are still eing made out manually. It was made known that Kentile has requested that all of their rimary suppliers change their terms for them to 45 days and that all had agreed to this. subsequent discussion with Dennis indicated that this would probably be acceptable to his epartment, especially in view of the fact that Kentile is now averaging about 50 days. t will still be necessary for King City to obtain shipment releases through Dennis, but he ppears satisfied with Kentile's credit situation and, hopefully, shipments will be allowed o leave as scheduled. (A check for a recent shipment of SG-104 to Chicago was given to ennis during our visit).

ndy's outlook for their business this year continues to be very optimistic, at least for the ext six months. SG-103-5 shipments to Brooklyn should approximate 200 tons/month, less one onth for their annual shutdown in July. It still has not been made clear why they have been uying so heavily from us, and intend to continue to do so, when they are able to obtain arey asbestos in Brooklyn at a substantially lower price. This did not seem to be a good

OLLOW-UP ACTION REQUIRED: time to pursue the subject, but the reasoning behind it would be worthwhile for us to know.

ontinue close contact with Kentile's Brooklyn personnel.

OPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 1/24/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Andrew Kennedy - Director of Purchases
Ted Zima - Vice-President-Traffic

CALL OBJECTIVE: Obtain data for competitive price report.

RESULTS OF CALL:

Required information for competitive price report obtained covering their Chicago plant. Presently obtaining Carey fiber for $91.00/ton plus $31.00 freight ($1.55/100 lbs.) for a delivered cost of $122/ton. SG-104 is being purchased at $96.00/ton plus $44.00 freight (as of Nov. 1978) for a delivered cost of $140/ton. No problem obtaining Canadian tile grade fiber at this time and Andy's response to the question indicated that their purchases of Calidria would be substantially lower at Chicago, if they were not able to buy at the $4.00/ton discount. They are not purchasing any Atlas asbestos as they feel that it would be supporting their competition (GAF) who has backed Atlas financially. The last price offer from Atlas (around Nov. 1978) was $96/ton in 100 lb. bags.

Discussed projected SG-103-5 requirements for Brooklyn. Andy guesstimated it would be about 5 or 6 containers (22 tons each)/month, or 1300-1600 tons/year. This compares favorably against last years purchases of 1890 tons when it is considered that they are now purchasing at schedule ($118/ton) versus $107/ton in 1978.

Informed Andy and Ted that we had been offered an eighth pneumatic bulk car (ACF) on a five-year lease basis. Ed Kleber is going to review the history covering bulk car shipments to Chicago during the past several months and then discuss with Ted Raye his

(OVER)

FOLLOW-UP ACTION REQUIRED:

- GLD - Complete competitive price report.
- GLV - Issue required credits.
- LJG - Continue to request container space and document by letter to U.S. Lines.
- GLD - Discuss Kentile's credit problem with Dennis Gilpin in the Moorestown office.

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findings. Both Andy and Ted Zima feel that we should take the extra car but agreed that Ed and their Chicago people are the ones who should provide the final decision.

GLV/LJG- Covered in detail the credit situation between UCC and Kentile. As far as we know, we have issued them all the necessary credits for lightweight bulk cars shipped to Chicago. George Vessels has previously stated that the credit for the extra freight on the 20-ft. containers shipped to Brooklyn in 1978 would be cleared by King City this month. It was decided that the freight bill on the car shipped from GAF (Vails Gate, NY) to Chicago last year will be paid by Kentile ($4,406.02). Therefore, as their normal freight cost from King City to Chicago is $3,463.82 ($2.44/100 lbs), we will issue them a credit for the difference of $942.20.

Ted Zima also brought up the fact that a DF car of bag material shipped to Chicago on Dec. 4 (C&O 482882) arrived in horrendous condition. Based on the photographs, I had to agree with him. It was inspected by the C&NW before being unloaded and their report indicated the damage was due to failure of the bulkhead of the "B" end of the car. No decision has been made yet whether this was the fault of the equipment or because it was not secured properly when loaded. Kentile has entered a claim with the railroad for 16 hours labor plus some loss of material, but has not had a response as yet. If the railroad refuses to cover the loss Kentile will undoubtedly drop it in our lap.

Also reviewed the situation concerning container shipments to Brooklyn. We had requested space from U.S. Lines for 6 containers to be shipped in January but failed to obtain it. Next asked for space on the Lark, which is to sail on 2/3, but again failed. We now have requested space for 14 pallets on the Apollo leaving February 13, but the latest indication is that we will only get a portion of this at best. Ted intends to take this up with the ICC but stressed the fact that it is critical to have written documentation to back up his claim that an unfair practice is taking place. His feeling is that U.S. Lines is favoring other products which command a higher freight rate than Calidria asbestos. Therefore, it is extremely important that every request for container space be put in writing in order to establish a record for Ted to base a reasonable argument.

Andy also explained that their own credit problem with us is due to the computer system which is being installed by them. Lots of problems and as soon as they get the bugs ironed out they will get caught up with their payments. According to him money is not the problem.

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Chicago, IL

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Edward J. Kleber REGION: Midwest DATE OF CALL: 11/29/78

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Ken Marshall - Buyer
Ted Raye - Chemist

CALL OBJECTIVE:

Review 1978 and try to assess 1979.

RESULTS OF CALL:

As the attached 5 year sales summary indicates, sales to Kentile-Chicago have grown by leaps and bounds ($374M in 1978 vs. $102M in 1977). We decided to review all aspects of our business with Kentile and the following points were brought out.

1. 1979 sales estimate - we will continue to sell both SG-103-5 and SG-104 to Kentile. SG-104 sales will be based on our ability to keep 7 bulk cars moving fast. At our present turn-around time we should be able to supply 50 cars to Kentile in 1979. SG-103-5 sales are somewhat more indefinite. In August, Ted said we should see 1 car per quarter. In October he boosted this estimate to 2 cars per quarter. Today, he said we should figure on 1-2 cars per month! What it boils down to is that our sales to Kentile-Chicago based on today's prices should be in the neighborhood of $500M!

2. Bulk car turn-around - All parties agree that it is in everyone's best interest to keep the bulk cars moving at the fastest speed

(OVER)

FOLLOW-UP ACTION REQUIRED:

EJK - Try to find the Carey contract due date.

- Normal calls.

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dal 12/4/78

possible. For reference purposes, here is a comparison of bulk car turn around time:

Time Period	Avg. Days KC-Chicago	Avg. Days At Chicago	Avg. Days Chicago-KC	Avg. Days At King City	Avg. Days Total Turnaround
5/1/78- 7/12/78	13.4	5.2	18.1	5.6	42.3
8/7/78-11/27/78	12.9	4.1	20.1	6.1	43.2

The biggest problem is obviously the return of the empty car from Chicago to King City. Union Pacific is trying to help remedy this bottleneck. Using this information we can calculate the approximate number of cars available to Kentile in 1979:

30 days÷ 43.2 days = 0.69 trips per car per month x 11 months = 7.6 trips per year per car x 7 cars = 53.2 cars per year - 3 cars for Winburn = 50 cars per year for Kentile.

3. Pricing - Although we deliver into Chicago approximately 16% higher in bulk and a whopping 37% higher in bags, Ted insists that there are a number of reasons for using our products: greater efficienty, higher brightness, smaller packages, ease of bulk handling and Kentiles ability to communicate with us, something they don't enjoy with other asbestos suppliers. If we can remain close to the above pricing spreads, we will keep the business. Ted insists that the nitty-gritty of pricing be done with Andy Kennedy in Brooklyn, he will only talk generalities.

4. Competition - Traditionally we have had two competitors here, Atlas and Carey. As long as Kentile believes that Atlas is being "propped-up" by GAF, they will not purchase a pound from them. That leaves Carey, who has picked up the lion's share of the asbestos business at Brooklyn. I sneaked a look at Kentile's receiving log at Chicago and it showed 2 cars of Carey in October and 2 cars in November. Ted confirmed that Kentile's thinking is for UCC to be the major supplier at Chicago and Carey to be major at Brooklyn. This way, they keep 2 suppliers "on the hook". Ted also noted that they have had no supply problems with Carey since the strike settlement.

5. Miscellany - Ernie Gamble will be in Chicago the entire week of December 11th. This may be a good time to sit down with Ted and Ernie for a picture of the Kentile situation at both Brooklyn & Chicago.

   Ted asked if we could find out when Carey's labor contract expires. I said I'd try.

   I informed them that if we are successful in obtaining modified bulk cars from the SP Railroad they would be responsible for any demurrage encountered at their end. They agreed to that.

   We briefly discussed NAT (non-asbestos tile). Ted's opinion is that it is a dying, if not dead, horse. He has no plans to investigate any further.

Union Carbide trial exhibit UC-244: Calidria Customer Call Reports, Competitive Price Reports and Credit Memos...
ACL Doc 15501 · Page 77 of 84

"CALIDRIA" ASBESTOS SALES TO KENTILE FLOORS 1974-78

	1974		1975		1976		1977		(Est.) 1978	
BROOKLYN	MLbs.	M$	MLbs.	M$	MLbs.	M$	MLbs.	M$	MLbs.	M$
SG-103X			244	8			140	7	3300	175
SG-104			134	4						
CHICAGO										
SG-103X	130	3	30	1	130	6	162	8	1106	59
SG-104			1220	42	3716	146	2232	94	7003	315
TOTAL										
SG-103X	130	3	*384	13	130	6	302	15	4406	234
SG-104			1354	46	3716	146	2232	94	7003	315
GRAND TOTAL	130	3	*1738	59	3846	152	2534	109	11,409	549

*Includes 110 MLbs. & 4M$ to Kentile - Torrance (now closed).

EJK:dal
11/27/78

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION Kentile Floors, Inc. Chicago, IL

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 10/4/78

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED: Ted Raye - Chief Chemist
Ken Marshall - Buyer

CALL OBJECTIVE: Regular call on large SG customer.

RESULTS OF CALL: Kentile is still having a very difficult time obtaining all the Carey Canadian asbestos that they want. To add to this an old friend of Ted's, who is a Carey salesman for everything except floor tile, told Ted that Carey is running at capacity and by the first of the year they may have to allocate Grade 7 materials. Understandably, this has Ted upset. He asked if we would do what we can to find out how true this rumor is. I told Ted I wasn't sure whether we could or not, but that we'd try. With all the Carey uncertainty and the fact that Kentile is not going to buy anything from Atlas, Ted said he may try to sell his management the idea that they should make a long-term commitment to us so that we could obtain a sixth or even seventh bulk car. I, of course, told Ted that that would be music to my ears and that we certainly could discuss that concept.

Kentile's business lately has been very, very good; and Ted is convinced that we have had a hand in it. Briefly, Armstrong in the midwest has produced almost no asbestos floor tile in the past two months, because they have not been able to obtain any. Flintkote, Chicago has produced very little asbestos tile for the same reason. Ted figures that in order to supply Kentile we have put the screws in those two companies. I did not deny it.

Ted said that as far as he's concerned, his original estimate of one SG-103-5 car per quarter should be upgraded to one car per month. He said that right now this looks like it will be more or less permanent.

(OVER)

FOLLOW-UP ACTION REQUIRED:

REB/JLM - Have you heard anything about Carey having problems?

EJK - Continue normal calls.

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Guess what Kentile found in the 90-lb. bags we shipped them from Vails Gate? You guessed it, flakes of asbestos. The interesting thing is that Kentile has noticed it in our bulk shipments over the past couple of months, but never said anything about it. In fact, Ted said he hated to even bring it up because he would rather put up with those flakes which disperse poorly, than go back to having us use the bauer mill. He said that it would be nice if we could figure out how to get rid of the flakes, but please don't put the asbestos in the bauer mill. The only place that the flakes cause any real trouble is in solid color tile, where it manifests itself as little white specks.

All-in-all, Kentile appreciates all we've done for them over the past year and there's no question that we are the number one supplier of asbestos at Chicago.

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Chicago, IL

INDUSTRY CLASSIFICATION: Floor Tile

SALESMAN: Edward J. Kleber

REGION: Midwest

DATE OF CALL: 1/25/78

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.
☐	☐	☐	☐	☐	☐	☐	☒

Other: _____

PERSONS INTERVIEWED: Ted Ray - Chief Chemist
Ken Marshall - Buyer

CALL OBJECTIVE: Try to determine Kentile's needs for the balance of the year.

RESULTS OF CALL: Kentile's asbestos situation is very serious. Atlas, the other supplier in vinyl tile, has ceased shipping, claiming bad weather at Coalinga has forced them to shut down. Kentile has ordered 6 bulk cars from us for February in order to cover their needs. Unfortunately, Kentile does not know when Atlas will start shipping again, and it is impossible to get an idea from them how long this bonanza will continue.

Ted said that since Atlas was so undependable, he would take some action to insure a continuing supply of asbestos. That action is that Kentile will guarantee us 2 bulk cars/month minimum for the rest of the year if we will guarantee to protect the price. We told him we would present this to JLM and let Andy Kennedy know if we are agreeable.

A few other points of interest:

1. They will change one of their bulk car orders to bags and 80-lb.bags would be O.K. if they are properly marked.

2. We told him we would try to see about leasing additional bulk cars from C&P, but we would have to pass on additional cost. He's agreeable if the costs are not outrageous.

3. Since we are now the "good guys" here, Ted is going to look at "Calidria" to at least partially replace Canadian in asphalt tile. Over the years, they have insisted that SG-104 is too expensive for asphalt. He will try a few tricks to see if SG-104 can be brought more in line with Canadian.

FOLLOW-UP ACTION REQUIRED:

EJK - Weekly phone contact here until things settle down.

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Typed: 2/1/78 dal

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson
w/J. L. Myers & E. J. Kleber

REGION: Eastern

DATE OF CALL: 12/21/77

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.
							X

Other:

PERSONS INTERVIEWED: Andrew Kennedy - Director of Purchasing

CALL OBJECTIVE: Present 1978 pricing schedule for tile grade asbestos and obtain estimate of expected purchases for next year. Also served as an introduction for Ed and John to Andy Kennedy.

RESULTS OF CALL: John gave a detailed account of our price schedule for floor tile asbestos effective January 1, 1978, and the reasons for their increase in prices. The change in the price of SG-104 from $84/ton to $90/ton will probably not effect our sales to their Chicago plant as Andy indicated they again expect to purchase about one car per month in 1978. Based on this information, we can plan to sublease one or two pneumatic bulk cars of the four which we have under contract at the present time. We also requested a longer routing for shipments from King City to Chicago in order to obtain more rail mileage credit. Andy will check with their traffic department and let us know if this is acceptable to them.

The new price for SG-103-7 and SG-103-5 did not produce much of a reaction from Andy, but it was obvious that he considers them non-competitive. They have requested 50-lb. bags from Carey Canadian and Atlas, but have not received a reply as yet from the latter. Carey's response was a flat "no". It appears that obtaining asbestos in 50-lb. plastic bags is a major objective for them next year as it will alleviate a number of serious in-plant handling problems. They realize that 50 lb. vs 70 lb. or 100 lb. packaging will be more expensive, but Andy gave the impression that our initially higher price, plus the January 1 increase, and the extra packaging cost will make SG-103-5 prohibitive for them to use. The outcome will probably depend a great deal on Atlas' response, and just how important it is for Kentile to receive this type of packaging. It was also stressed that the price of $111/ton for SG-103-5 could be lower if they would commit themselves an agreement to purchase 3,500 tons next year. This would lower our bag costs $2-3 per ton which would be passed on to them. Also,

FOLLOW-UP ACTION REQUIRED: (OVER)

GLD - A telecon with Andy on 12/22 resulted in an Okay to ship bulk cars via the longer routing. However, they feel that loose loading container shipments for delivery by U.S. Lines is not acceptable and suggested that we hold off getting a rate established with them at this time.

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Typed: 1/4/78 dal

if pallet shrink wrap was not required an additional cost reduction of $1-2/ton would result. These factors will undoubtedly be considered, but Andy did not respond to them at this time.

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METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson
w/ R. E. Byrne, Jr.

REGION: Eastern

DATE OF CALL: 11/22/77

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.
☐	☐	☐	☐	☐	☐	☐	☒

Other:

PERSONS INTERVIEWED: Andrew Kennedy - Director of Purchasing
Ernie Gamble - Technical Director
Rocco Sergi - ?

CALL OBJECTIVE: Discuss SG-103-57

RESULTS OF CALL: An in depth discussion on the availability of SG-100 in non-standard size plastic bags, which resulted in their first order for one carload of SG-103-57. This new product nomenclature, which is described in J. L. Myers' letter dated 11/28/77, refers to SG-100 packaged 50 lbs. per bag in our conventional "70 lb." Valeron bags. In this instance it will be SG-EXP, with pallet over-wrap, at the newly established price of $106/Ton.

The details leading up to their decision to purchase "Calidria" for their Brooklyn plant are involved, but appear to be based primarily on toxicology and the present OSHA regulations. Until now they have been using only Carey Canadian (7TS-7) and Atlas material, both received in 100 lb. plastic bags. They do not appear to have any criticism on the quality of the Carey packaging, but have experienced considerable breakage with Atlas. Most of their production batches at Brooklyn call for the addition of about 35 lbs., 50 lbs., or 70 lbs. of asbestos. Therefore, they are presently required to break most of the bags before the asbestos is added. The use of 50 lb. bags will, therefore, negate some of this, which will result in a considerable savings in material handling, plus more importantly, the generation of asbestos dust. Along these lines we also reviewed the possibility of supplying other size bags in the future and detailed why we were not able to do so at the present.

A few miscellaneous bits of data picked up during our visit: Pallte overwraps are also added to the mix, therefore, there does not appear to be <u>any</u> disposal problem for them. Brooklyn uses about 90 tons of asbestos per week (4,500 tons/year), but do not produce any asphaltic tile

(OVER)

FOLLOW-UP ACTION REQUIRED:

<u>EJK</u> - Chicago likes the SG-EXP and I think we should keep pushing SG-103-57 there, too. Thanks for the push in getting it into Brooklyn.

<u>GLD</u> - Keep close contact with their Brooklyn people and send them car number and shipping date as soon as available.

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They also make some of their own adhesives here, but according to Andy do not use any pyrogenic silica. (This undoubtedly should be pursued further with Ernie Gamble.) The Brooklyn plant does not have a railroad siding and Atlas shipments usually arrive by sea-land. Therefore, the carload of SG-103-53 will be shipped to Brooklyn Eastern District Terminal and trucked to their plant. It was suggested by Rocco that they also order a carload of SG-103-70 at this time but this received very little response from Andy.

Their Chicago plant recently received a large number of OSHA citations, but Rocco was able to get about 14 rescinded. It was not revealed what type of citations were involved, how Rocco managed to get them dropped, and whether the latter did or did not involve "Calidria". It is very apparent that OSHA is giving them a bad time, and although our products are presently more expensive than our competitors, OSHA can also be an expensive commodity. According to Ernie, once they get something on you they don't stop. At the present time, the OSHA group in Chicago is spending most of their time on U.S. Steel, which has relieved the pressure on Kentile to some extent.