METALS DIVISION

CUSTOMER CALL REPORT

PLAINTIFF'S EXHIBIT UC-260

CUSTOMER & LOCATION Michael-Walters, Valier, IL

INDUSTRY CLASSIFICATION Sealants

SALESMAN Edward J. Kleber with B.L.Ingalls & G. J. Spencer

REGION Midwest

DATE OF CALL 11/3/76

PRODUCTS DISCUSSED:

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

PERSONS INTERVIEWED: Gary Bruce - Technical Director
Pete Price - Plant Manager
Eldred Turner - Managing Director, Louisville

CALL OBJECTIVE: 1.) Regular call on C/L HPO customer.
2.) Conduct fiber count.

RESULTS OF CALL: The difference between the cleanliness of this place now and three years ago is nothing short of spectacular. BLI and GJS conducted the fiber count and will report the results.

M-W has gone from SG-130 to HPO in the last year and, although at first they were dead set against HPO because of the price difference, they now love it. They have cut their asbestos tonnage by 40% and the product is better! We have seen this reduction because in precious years by this time we would have had 3 C/L's sent to them; we have only shipped 2. We are their only source of asbestos, so the difference is strictly in the efficiency of HPO.

Gary and I spoke with Eldred Turner in Louisville. He has become aware of a move afoot by the Bureau of Mines to ban all asbestos containing products in coal mines. The fear, according to Eldred, is that water leaks could wash away the sealant and cause the asbestos fibers to become airborne. I told him that I felt this was pretty far out, and he agreed. Eldred did suggest that one of our technical experts call Ed Kowinski at the Bureau of Mines test center in Pittsburgh and talk the situation over with him. He concedes that he doesn't undertstand much about the health situation and that's why one of our people could get a better handle on the problem. I agreed.

FOLLOW-UP ACTION REQUIRED:

EJK - Look for HPO order in December.
- Continue normal calls.

JLM/HBR - Let's talk about calling Bureau of Mines.

BLI/GJS - Report fiber count.

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R. L. Schult J.E.Lenahan

Typed 11/8/76 cjb

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Michael-Walters Industries Valier, IL

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber w/F. L. Smith

REGION: Midwest

DATE OF CALL: 10/17/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Gary Bruce - Technical Director
Pete Price - Plant Manager

CALL OBJECTIVE:

Conduct fiber count in coal mine and account maintenance.

RESULTS OF CALL:

Michael-Walters called and asked us to perform a dust count in a mine which has had the Stoppit sealant on it for 2 years. They wanted to monitor under "no-activity" conditions and also Gary tried to brush some of the sealant off with a whisk-broom in order to check for fiber-release. All this was done to provide data for the coal mine management and Michael-Walters management, both of whom are getting nervous about what kind of exposure levels are found in a mine where the sealant has been on for a couple of years.

F. L. Smith will report the results to Michael-Walters upon completion of the analysis.

Pete was delighted with the condition of the latest C/L of HPO. The previous car was a mess and one of their employees had a near-miss accident. Squeezing in dunnage seems to have done the trick.

Business is just great, we could see another order before year's end.

FOLLOW-UP ACTION REQUIRED:

FLS - Report test results to Gary.

WBD - Thanks for the extra care on this car. It was most appreciated.

EJK - Regular calls.

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

NF PERMANENT FILE ☒

dal 10/24/79

METALS DIVISION - CALIDRIA ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Michael-Walters Ind. Valier, IL

INDUSTRY CLASSIFICATION Sealant

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 7/31/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Pete Peterson - Plant Manager
Gary Bruce - Technical Director

CALL OBJECTIVE:

Routine

RESULTS OF CALL:

All's well here, the Stoppit Sealant is moving at a snappy pace and we should see a carload order in late August or early September.

Gary cautioned me on one point. He said that they will not unload another car like the last one. They claimed that the last one was in horrible shape and one of their employees narrowly escaped injury. I told he we regretted the situation, and it should not happen again.

FOLLOW-UP ACTION REQUIRED:

EJK - Regular calls.

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dal 8/15/79

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Michael Walters Valier, IL

INDUSTRY CLASSIFICATION Sealant

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 5/16/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Pete Price - Plant Manager
Gary Bruce - Technical Director

CALL OBJECTIVE:

Routine

RESULTS OF CALL:

Business is good and HPO is performing well. That's the good news. Now for the bad news. The car we shipped them was in awful shape. 40-50 bags were broken and they had to reload 30 of the 52 pallets. The worst news is that one of their employees came within an inch of being injured when a pallet toppled over on him. They place the blame on the absence of inflatable dunnage. The load compressed so badly that (they claim) 4 more pallets could have been put in one end of the rail car. More information will be on the complaint form. Pete says that although this car was by far the worst, the last 3 cars shipped them had no dunnage and arrived in fair-to-poor condition.

FOLLOW-UP ACTION REQUIRED:

EJK - Regular calls

WBD - Have we stopped using inflatable dunnage? Why?

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dal 5/22/79

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Michael-Walters Industries, Valier, IL 62891 **INDUSTRY CLASSIFICATION** Coal Industry Supplies

SALESMAN Gordon L. Dickson with Fred Smith **REGION** Commercial **DATE OF CALL** 1/6/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Gary Bruce - Technical Service & Sales Representative
Alva Shockley - Service Manager
David Hands - Senior Industrial Hygienist (Clayton Environmental Consultants, Inc.)

CALL OBJECTIVE:

1 - Account maintenance

2 - Monitor asbestos dust emissions at their manufacturing facility and Old Ben No. 25 coal mine

RESULTS OF CALL:

M-W produces a coal mine sealant consisting of sodium silicate and "Calidria" HPO asbestos. Purchased 3 carloads (123 tons) from us in 1982. The finished products, tradenamed STOPPIT, is presently sold only to coal mines to seal stoppings in order to help minimize the loss of circulated air. Have been a 2-3 carload per year customer since 1976. Originally STOPPIT represented only about 1% of their sales but has now reached almost 30% because of its acceptance by the coal mining industry and the fact that the sales of their other products, primarily greases and lubricants, has dropped off over the past few years.

Their sales of STOPPIT, and therefore their purchases of HPO, could increase over the next year because of a recent marketing development. An unnamed railroad recently ordered 25 drums (50 gals.) which will be used to coat the inside of a wooden tunnel in order to make it fireproof. If this system proves successful, Gary Bruce feels that it would increase the demand for their product tremendously. The timing for obtaining success/failure results is not known.

JLM - M-V, although concerned about the toxicology aspects of in-plant asbestos handling and the possible release of it after product application, has to our knowledge, only one complaint directly concerning us. This involves the difficulty in (OVER)

FOLLOW-UP ACTION REQUIRED:

1 - Maintain normal plant contact.

2 - Send dust count reports to M-V. (Done 1/13/83)

3 - Visit John Michael in Louisville.

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dac 1/17/83

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Michael-Walters Industries
Valier, IL 62891
618/724-2428

INDUSTRY CLASSIFICATION: Coal Mine Sealants Oils, Greases & Lubricants

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 4/1/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Gerald Pyron

CALL OBJECTIVE: Assume account responsibility

RESULTS OF CALL:

Appointment with Gary Bruce (T.D.) was apparently forgotten as he was home getting his swimming pool ready for summer. Good visit and plant tour with Gerald. He appeared to be running the plant in Gary's absence. HPO is being used in their coal mine sealant which consists of sodium silicate and asbestos. Ours is the only one used. This product makes up about 25% of their production with greases, oils, and lubricants making up the rest. About 1/2 car of HPO on hand so we cannot expect another order for at least two months.

Small amount of Cabosil on hand. Was used in a strippable vinyl coating product which is now inactive.

	Tons			$M		
	Budget	To Date	Expected	Budget	To Date	Expected
HPO	80	41	120	22	11	33

FOLLOW-UP ACTION REQUIRED:

TPN - Might be worthwhile touching base with Gary Bruce regarding the potential of RG-244 in some of their other products.

GLD - No real selling here but the account warrants at least two visits per year.

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dal 4/6/82

CUSTOMER & LOCATION: Micheal Walters Valier, Illinois

INDUSTRY CLASSIFICATION: Mine Products

SALESMAN: J.E. Welsh REGION: Southern DATE OF CALL: 4-9-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Pete Price Plant Manager

CALL OBJECTIVE:

Turnover call made with E.J. Kleber on carload HPO customer.

RESULTS OF CALL:

Business is just great Pete said as the local coal mines are running all out and chewing up their "Stopit" product containing HPO as fast as he can make it. They had 8 pallets of HPO on hand today with the car we shipped the end of March enroute to them. If their consumption holds up which they expect it will they could use 3 or possibly 4 cars this year. OSHA hasn't been in or bothered them in over 2 years but they are expecting a visit at anytime and said they will probably call on us once agin for help. They now own and either manufacture or warehouse material at 4 other locations beside this plant. We missed Gary Bruce the PA/TD who was out on the golf course today trying out his new $700 set of clubs Pete said but he would pass on my card to him as his new CALIDRIA contact.

FOLLOW-UP ACTION REQUIRED:

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NF PERMANENT FILE

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Michael-Walters, Valier, IL

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber REGION: Midwest DATE OF CALL: 3/10/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Pete Price - Plant Manager
Gary Bruce - Technical Director

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

Both Gary & Pete report that orders for "Stoppit" sealant are coming in at a very good rate, and they will probably order a carload of HPO in April. Currently, they are experiencing a flu epidemic and the man who makes up the "Stoppit" has been off for more than a week. Their inventory of product is almost zero and Gary said he and Pete may have to work the weekend and make some product.

FOLLOW-UP ACTION REQUIRED:

EJK - Normal calls.

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dal 3/14/80

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Warlick Paint Statesville, N. C.

INDUSTRY CLASSIFICATION Coatings

SALESMAN J. E. Walsh REGION Southern DATE OF CALL 3-29-77

PRODUCTS DISCUSSED:

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

Other:

PERSONS INTERVIEWED: Levis Overcash, Chemist

CALL OBJECTIVE: Call made on HPO pallet user.

RESULTS OF CALL: Our opening occurred here with 210 during the Canadian strike. They have stayed with us since the strike because they like the brighter white they get in their block filler coating with CALIDRIA. They are now on HPO and supplied ex Atlanta. Probed for 244 potential but Levis claims all their maintenance line is high gloss enamels which are baked on. Some X is used but not worth fiddling with an evaluation to replace it so says Levis. The balance of the call was spent trying to convince Levis that what Mr. Warlick had said - that asbestos had been banned from coatings by OSHA - was just not so. I think I may have finally turned the corner but I'm sure that Mr. Warlick carries a bigger stick so if he believes it was banned in coatings we could be on our way out here.

FOLLOW-UP ACTION REQUIRED:

RECEIVED
APR 11 1977
UCC-CALIDRIA

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION Warlick Paint Statesville, N. C. INDUSTRY CLASSIFICATION Coatings

SALESMAN J. E. Walsh REGION Southern DATE OF CALL 3-29-77

PRODUCTS DISCUSSED:

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

Other: _____

PERSONS INTERVIEWED: Lewis Overcash, Chemist

CALL OBJECTIVE: Call made on HPO pallet user.

RESULTS OF CALL: Our opening occurred here with 210 during the Canadian strike. They have stayed with us since the strike because they like the brighter white they get in their block filler coating with CALIDRIA. They are now on HPO and supplied ex Atlanta. Probed for 244 potential but Lewis claims all their maintenance line is high gloss enamels which are baked on. Some X is used but not worth fiddling with an evaluation to replace it so says Lewis. The balance of the call was spent trying to convince Lewis that what Mr. Warlick had said - that asbestos had been banned from coatings by OSHA - was just not so. I think I may have finally turned the corner but I'm sure that Mr. Warlick carries a bigger stick so if he believes it was banned in coatings we could be on our way out here.

FOLLOW-UP ACTION REQUIRED:

RECEIVED
APR 11 197
UCC-CALIDRIA

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R. L. Schult J. E. Lenahan

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Warth Paint, Hialeah, Florida

INDUSTRY CLASSIFICATION: Coatings

SALESMAN: J.E. Welsh REGION: Southern DATE OF CALL: 5-18-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Ivan Morales, President

CALL OBJECTIVE:

Call made on HPO sampled prospect.

RESULTS OF CALL:

Ivan works with Herb Sisholtz a consultant in town on formulations and a sample of HPO was sent in to Herb for testing. The HPO did the job in their mobile home roof coating as a replacement for Talc #2, which was discontinued but we got hung up on the OSHA regulations. Herb was looking for some black and white answers and protection from us that just was not available so he decided to go with wollastonite which works for them but not quite as good as the HPO. The wollastonite is not covered by any regulations and is about half the price as HPO and by Ivan's own admission, they have a dusty operation to begin with and didn't want OSHA to close them down if they used asbestos. They are V.I.P.'s east coast marketing arm in additon to their own line of products and Ivan said as far as he knew V.I.P. also used wollastonite instead of asbestos.

FOLLOW-UP ACTION REQUIRED:

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NF PERMANENT FILE ☐

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