CUSTOMER CALL REPORT

Jane

CUSTOMER & LOCATION Anvil Paint Largo, FLA

INDUSTRY CLASSIFICATION Coatings

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 8-2-78

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PLAINTIFF'S EXHIBIT UC-335

PERSONS INTERVIEWED:

Gordon Kalbfleisch - Technical Director
Tom Healy - Chemist

CALL OBJECTIVE:

Call made on HPO sampled prospect.

RESULTS OF CALL:

HPO was sent in last month to be evaluated vs. International Talc #1 that Vanderbilt had discontinued because of it's tremolite content and a three year long unsuccessful hassle with OSHA to get it exempted. The product was a mobile home roof coating and although the HPO worked fine as a replacement, so did a wollastonite material. Given the choice, Gordon decided to go with it instead of HPO as he has problems with the local OSHA man now and didn't want to invite more by starting to use asbestos. Explored other potential CALIDRIA use and learned that a small amount of Bentone is used but it is in enamels which lets us out. Asked that they keep us in mind for future requirements that come up and give us a call as we would like to work with them on both using CALIDRIA and providing them with information concerning the OSHA regulations.

FOLLOW-UP ACTION REQUIRED:

Drop - no further calls unless we hear from them.

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Anvil Paint Largo, Florida

INDUSTRY CLASSIFICATION: Roof Coating

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 7-22-81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Gordon Kalbfleisch Plant Manager

CALL OBJECTIVE:

Call made on HPO sampled prospect.

RESULTS OF CALL: This account seems to have a constantly changing atmosphere as two calls ago they said they would not consider using asbestos, and then they turned around and called asking that we stop in to talk to them again about it's potential usage. This was done, and it seemed that the reason for the interest was that Nyad 2, the raw material they use instead of asbestos, was getting short and they wanted to be sure our HPO was readily available which we assured them it was. A bag sample was sent, and this time around the story has taken another 180° turn. Gordon said that they haven't touched the sample and probably wouldn't as two of their workers saw the word asbestos and threatened to quit if they ever used it. The anti-asbestos feeling of the workers is the expressed reason of Gordon's for the lack of a trial, but I have some reservations that it is actually the true stumbling block here. Gordon also advised that as far as he knew Nyad 2 was readily available which adds further confusion to the situation. Left asking Gordon to keep us in mind and if interest was ever renewed to give me a call as we would be glad to work with him.

FOLLOW-UP ACTION REQUIRED:

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Anvil Paint Largo, FLA

INDUSTRY CLASSIFICATION: Coatings

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 1-27-81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Tom Healy General Manager
Gordon Kalbfleisch Technical Director

CALL OBJECTIVE:

Call made on HPO prospect.

RESULTS OF CALL: Anvil manufactures a latex-based mobile-home roof coating and had used Vanderbilt's fiberous talk. When the asbestos negative publicity got real hot in the state they switched to the non-fiberous Nyad 2 which they now use in T/L quantities. Went over all the positive aspects of using HPO and both Tom and Gordon were quite willing to listen. They have moved into a new plant on the same location and have added a number of dust collecting systems and improved their general all-round housekeeping. The Nyad 2 is getting a little short, Gordon said, and he requested a lab sample of HPO to look at again. If they run into any supply or quality problems or if the HPO substantially improves their product they claim they will consider using it.

FOLLOW-UP ACTION REQUIRED:

J. W. Phone Gordon 3-12 to see how the HPO looks in their roof coating.

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Anvil Paint, Largo, Florida INDUSTRY CLASSIFICATION Coatings

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 5-15-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Tom Healy, Technical Director
Gordon Kalbfleisch, Plant Manager

CALL OBJECTIVE:

Call made on HPO prospect.

RESULTS OF CALL:

When Vanderbilt discontinued their #1 talc, Anvil went to a non fiberous talc which only partially does the job for them. A sample of HPO was sent in for evaluation and worked, but two of their plant people saw the asbestos logo on the bags and said they would not work with it due to the publicity it has received. Some time has been spent with both Tom and Gordon and they in turn with their plant people to try and rectify the situation, but it has been to no avail. Gordon and Tom are pro asbestos and want to use it but the resistance they get has been adamant. They are branching out into asphalt and coal tar coatings and know that asbestos works best in these type products, which will hopefully become volume and profit items with them bringing the usage of asbestos to a push or shove position with their plant people.

FOLLOW-UP ACTION REQUIRED:

JW - Once a year frequency to check the health issue climate is sufficient.

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ANVIL PAINT

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