PLAINTIFF'S EXHIBIT
UC-486

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: LOSETAS ASFALTICOS
MEXICO CITY

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS/RAMON SADA
UCC MEXICO CITY

REGION: EXPORT

DATE OF CALL: 4/27/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: ANTONIO KANAN, PRESIDENT

CALL OBJECTIVE:

Routine Call on floor tile prospect.

RESULTS OF CALL:

Although we are aware of an impending order for a minimium 1 C/L SG-103-7, the necessary import permit has yet to be approved allocating dollars for that purpose.

Mr. Kanan remarked that our proposed participation in his annual 2,300 ton asbestos requirements rest on our ability to reduce the delivered cost of SG-103 by 0.5 cent/lb. In a cooperative gesture he provided me with a Carey Asbestos invoice dated 2/16/83 showing the breakdown on cost of asbestos, prepaid freight, and border charges. These charges and Union Carbide proposal are outlined on a separate sheet. The invoice of 2/16/83 outlined all cost at the old Carey price of $94.00 S.T. CDN ($76.80 U.S.). The outlined charges reflect the recent Carey price increase to $100.00 S.T. CDN. ($81.70 U.S.).

By using "Calidria" Mr. Kanan is able to reduce the widespread in delivered cost of Carey 7-TS-3, of $166.37, U.S. and Union Carbide SG-103-7 at $238.84 S.T. in the following manner:

Carey asbestos per batch based on overall 100% formulation.....16% asbestos.

"Calidria" asbestos per batch based on overall 100% formulation.....14% asbestos.

The use of "Calidria" represents a 12% savings in asbestos consumption.

Plus, by using Union Carbide asbestos he is able to reduce his T_1O_2 requirement by 6%.

-0041z-

In addition these are obvious processing advantages such as increased Banbury charges that would allow for ~~invoiced~~ INCREASED production. However, no dollar figure is available for this claim.

Mr. Kanan's normal production method is to pre-mix all dry portions of the formulation including SG-103 and then to charge the Banbury.

	TONS		$M	
	83 SALES	83 BUDGET	83 SALES	83 BUDGET
SG-103-7	-0-	100	-0-	16,000

FOLLOW UP ACTION REQUIRED:

Evaluate options to save 0.5 cent lb. deliver cost:

A) San Francisco distribution looking for lower freight rates. Container Ship vs. Southern Pacific Railroad.

B) Reduce sales commission paid Union Carbide Mexico City from 7% to 5%.

C) Savings on packaging - paper bags vs. plastic bags.

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

-0041z-

COMPARATIVE DELIVERED COST

	68.6 ton SG-103-7(C)	vs.	66 ton (B) CAREY 7-TS-3 In Canadian dollars
Cost per S.T. F.O.B. Plant, K.C.	$160.00(A)	F.O.B. Quebec	$100.00
Inland Freight to Nogales, AR.	$ 46.00 S.T.		
Nogales, AR. to Mexico City	$ 20.60 S.T.		
Quebec to Mexico City			$ 90.91 S.T.
Broker Charge Eagle Pass, Texas			$ 12.73 S.T.
Broker Charge Nogales, AR.	$ 12.24 S.T.		
Delivered Cost	$238.84/S.T.		$203.64 CDN/S.T.
	U.S. VS. CANADIAN DOLLAR Exchanged @ $0.8170/CDN.		
Actual Delivered Cost	$238.84		$166.37 U.S.

A) SG-103 @ $160.00 S.T. reflects 7% sales commission paid to Union Carbide Mexico City.

B) Carey 7-TS-3 C/L is 66 S.T., packed in paper bags, each 100#, 132,000 lbs.

C) "Calidria" SG-103-7 in 68.6 S.T., packed in plastic bags, each 70#, 137,200 lbs.

10/17/83
NEW Contract rate
K.C. to Nogales 2.30 Hundred

-0041z-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: LOSETAS ASFALTICAS, S. A.
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 11/15/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Antonio Kanan, President
Alexandro Sanchez, Purchasing Agent

CALL OBJECTIVE: Quarterly call on VAT prospect.

RESULTS OF CALL:

The lack of import permits to obtain asbestos requirements continues to be a crucial problem. We have been promised throughout the year that we would begin to do business in 1983, but without the import permit that promise cannot become reality.

We have recently agreed to reduce the cost of SG-103-7 from $160.00/ton, F.O.B. King City, to $150.00/ton. This is made possible by selling direct to the customer and avoiding the 7% commission payable to the local Union Carbide office.

Mr. Kanan advised that he is establishing a retail division that will consist of free-standing retail stores selling his VAT, carpeting and related supplies. The first store will open in Mexico City. Also, he will begin to export his VAT to California and other border states.

Estimated yearly asbestos potential is 2,000 ton.

	TONS		$M	
	1983 SALES	1983 BUDGET	1983 SALES	1983 BUDGET
SG-103-7	-0-	100	-0-	14

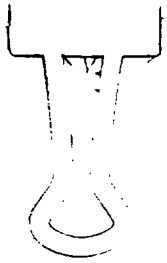
FOLLOW-UP ACTION REQUIRED:

Maintain quarterly contact.

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

-0729z-

2 Production Lines
1 Tile
1 Mottle



METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

905-657-1666

CUSTOMER & LOCATION: LOSETAS ASFALTICAS
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS
G. L. DICKSON

REGION: COMMERCIAL

DATE OF CALL: 03/28/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

68.6 TONS C/L

PERSONS INTERVIEWED: Antonio Kanan, President

La Jolla, Ca
619-454-8116

137.2 ST

CALL OBJECTIVE: Routine call.

RESULTS OF CALL:

First C/L SG-103-7, shipped in January. We had expected another shipment for March but paperwork problems with the Mexican Government caused that order to be entered with Carey Asbestos. We have been assured that another order is imminent.

We have agreed to 90-day credit terms to remain competitive with Carey Asbestos. At present he is blending 50% SG-103 and 50% 7TS in a dry mix blender. After blending operation is complete the mix is then moved to the Banbury. In the future SG-103 will be his sole source of asbestos, and then bag and all will be put in the Banbury. The use of CALIDRIA allows a 12% reduction in total asbestos usage, as well as a 6% reduction in his T102 requirements.

	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
SG-103	69	100	10	15

FOLLOW-UP ACTION REQUIRED: Maintain quarterly contact.

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

-0251B- 4/9 → Rec Calcium (S. F. Tuggle) 2.42 ← Contract with yard through June 30, 84. $3,391.39 each C/L.

1st C/L - Week 4/23

4/5 - L/C extend for 22,000 - 2 C/L
→ 1 copies 6/29/84

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: LOSETAS ASFALTICOS
MEXICO CITY

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 6/19/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Antonio Kanan, President

CALL OBJECTIVE: Maintenance call.

RESULTS OF CALL:

On April 5, a Letter of Credit was issued. However, although the dollar figure was correct, $22,000.00, there was a typing error for the quantity. What should have been 2 C/L, 170 tons, appeared as 30 toneladas. Repeated efforts to have the L/C corrected were to no avail. A separate report will be issued covering this problem.

This discussion concerned a re-issue of the L/C and an increase from 2 C/L to 4 C/L.

FOLLOW-UP ACTION REQUIRED:

Continue quarterly calls.

LOSETAS ASFALTICAS S.A. DE C.V.
CANELA 229
COL GRANJAS MEXICO
02400 MEXICO D.F.

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

5/14 - [illegible] explained the [illegible] to [illegible]

-0286B-

50 T [illegible]

6/29 - per [illegible] - L/C will be out [illegible].

1/ - [illegible] 5911.39 + [illegible]

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: LOSETAS ASFALTICAS
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: VAT

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 08/31/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: A. Kanan, President
A. Sanchez, Purchasing Agent

CALL OBJECTIVE: Maintenance call.

RESULTS OF CALL:

During July and August, four C/L SG-103-7 were shipped. This call was to determine future releases, as well as to attempt to switch them from SG-103-7 to SG-100-5. We do not expect to see another release until late October, and the entire month of December the plant is shut down for yearly maintenance. Provided with this information, the recent FCST. II in Pittsburgh will show a two C/L estimated shipment during the 4th Quarter. Mr. Kanan has indicated no expected problems with 50# Papber Bags SG-100. Future orders will be shipped in this manner.

	TONS		$M	
	1984 SALES	1984 BUDGET	1984 SALES	1984 BUDGET
SG-103-7	343	100	51	15

FOLLOW-UP ACTION REQUIRED: Continue quarterly contact.

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

-0324B-

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION LOSETAS ASFALTICAS VAT
MEXICO CITY

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 10/30/84

PERSONS INTERVIEWED: ANTONIO KANAN, PRESIDENT
A. SANCHEZ, P.A.

CALL OBJECTIVE: Determine shipments balance of '84, early '85.

RESULTS OF CALL:

Had expected to ship two C/L during the 4th quarter. Unfortunately, this will not come to pass because December the plant normally closes for vacation and maintenance. They will work off the present inventory and we will begin to ship again in January '85.

They have applied for a new Letter of Credit with firm release dates of:

January 15, 1985,	1	C/L	70 ton	2/1
January 30, 1985,	1	C/L	70 ton	2/8
February 15, 1985,	1	C/L	70 ton	2/15

The following orders and dates must be confirmed:

April 1, 1985	1	C/L	70 ton
April 15, 1985	1	C/L	70 ton
May 15, 1985	1	C/L	70 ton

FOLLOW-UP ACTION REQUIRED: Continue quarterly calls.

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

(-0376B-)

NEW R/R EFFECTIVE 1/1/85
243/~~EG~~ HUNDRED INCREASE
FROM 48.40/ton TO
49.60/TON

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION LOSETAS ASFALTICAS
MEXICO CITY VAT

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 01/23/85

PERSONS INTERVIEWED: A. KANAN, PRESIDENT

CALL OBJECTIVE: Discuss new Letter of Credit.

RESULTS OF CALL:

As reported earlier we expect a Letter of Credit for 3 C/L SG-103 to be shipped beginning in February 1, 1985. We expect to ship the old inventory SG-103-7 amounting to about 36 pallets with the balance of the first C/L to be composed of SG-100. Thereafter, we expect to ship 50# paper bags of SG-100.

Although Letters of Credit are not difficult to obtain, the Government of Mexico who runs the banks, insist that your inventory position be almost zero when new shipments of raw materials arrive. In Losetas' case, this means frequent return trips to the bank until they are convinced that you will be almost shut down before the L/C is released.

VAT business is very good and Losetas expects that 1985 will be a good year for the industry.

FOLLOW-UP ACTION REQUIRED: Continue quarterly calls.

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

(0416B)

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: LOSETAS ASFALTICAS
MEXICO CITY

INDUSTRY CLASSIFICATION: VAT

SALESMAN: J. E. WALSH / T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 04/25/85

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: A. Kanan, President

CALL OBJECTIVE: Determine new release dates on L/C.

RESULTS OF CALL:

In the first quarter we shipped 3 C/L from an existing L/C calling for 6 C/L. Due to poor business conditions they will attempt to obtain an extension on the L/C and we may not see a release until late May or early June. Overall, his yearly requirements may be down but we still expect to ship budget of 500 tons. Tony commented that he prefers the P.E. bag to paper and will probably request this method of packaging on his next release.

	TONS		$M	
	1984 SALES	1985 BUDGET	1985 SALES	1985 BUDGET
SG-102	203	500	31	71

FOLLOW-UP ACTION REQUIRED: Continue normal calls.

COPIES TO: [redacted], GML, JEW, KC-FILE, PITTS-FILE, JTK

-0473B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Pond's Sharp de Mexico, S.A.
Naucalpan Edo, De Mexico

INDUSTRY CLASSIFICATION: Adhesives/ Sealants

SALESMAN: T. P. Norris REGION: WESTERN DATE OF CALL: 1/20/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED:

G. Perez Gavilan, General Manager

CALL OBJECTIVE:

This is a prospect for SX-14 and SX-24 in their product line of adhesive/sealants. The primary market area is automotive with the local assembly plants of Ford, G.M., Chrysler, Datsun, Fiat, and V.W. Mr. Gavilan claims to supply his own formulations of sealants to V.W. and also to be an approved supplier at V.W. in Pennsylvania. Approximately 10,000 lbs. month of 7R05 and undetermined amounts of Cab-O-Sil are purchased, Cab-O-Sil suffers a 10% duty because Mexcio produces their own amphorous silica which is said to be of poor quality.
W. R. Grace will supply samples of SX-14 and SX-24 for evaluation.

RESULTS OF CALL:

905-576-0319

FOLLOW-UP ACTION REQUIRED:

COPIES TO: REB, RML, JEW, KC-FILE, NF-FILE

-0126B-

PROTIXA - P.T. 1. 2 INCZWIS

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: POND'S SHARP DE MEXICO, S.A.
NAUCALPAN EDO, DE MEXICO

INDUSTRY CLASSIFICATION: ADHESIVES/ SEALANTS

SALESMAN: T. P. NORRIS
G. L. DICKSON
R. BACA - W. R. GRACE

REGION: COMMERCIAL

DATE OF CALL: 3/30/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

Info to Robin Sharpe 4/23/84

PERSONS INTERVIEWED: Peres Gavilan, General Manager

5/25 Could not locate material at station Bernal Diaz 5 y Puente de Alvarado Phone 566-5200

CALL OBJECTIVE:

Routine call.

RESULTS OF CALL:

We submitted 2 lb. samples of SG-130, HPO on January 25, 1984. Previous to this sample order request, Darex (W. R. Grace) had submitted samples of SX-14. Although Mr. Gavilan indicated he could work with the SX-14, he said the cost from Darex at $1.00/lb. was higher than what he was paying for J.M. 7R05.

We would deal direct with Pond's Sharp and provided him with a domestic HPO and SG-130 price list. The samples in question are somewhere in Mexico City at a local bus station. Mr. Gavilan has the freight bill number and will attempt to trace the order. He is anxious to evaluate our asbestos as he must soon place an order for 60 tons. Mr. Gavilan claims Canadian asbestos shipments take 60 to 90 days before arrival in Mexico City.

Darex will sample with SX-24, Mexico price of $3.60/lb. Cabot and Aerosil have a 40% duty and would be price $3.54/lb. C/L and $3.77/lb. T/L, F.O.B. Tuscola, Illinois.

Potential for "CALIDRIA" is around 100 ton/year.

FOLLOW-UP ACTION REQUIRED:

Maintain quarterly contact.

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

-1271z-

CAL-1

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT 7R51

CUSTOMER & LOCATION: POND'S SHARP DE MEXICO, S.A.
NAUCALPANEDO
DE MEXICO

INDUSTRY CLASSIFICATION: ADHESIVE SEALANTS

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 6/21/84
TELECON

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED: 905-576-0219

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Peres Gavilan, General Manager

CALL OBJECTIVE: Check on evaluation of HPO.

RESULTS OF CALL:

What was to be a personal call with R. Baca, W. R. Grace, ended up being a telephone call because Mr. Baca had an automobile accident and his car was in the shop.

Mr. Gavilan finally received his long awaited samples of HPO and tested them against 7R05. Because of the higher oil adsorption of HPO vs 7R05, a pound for pound evaluation substantially dried up his formulation, and we discussed ways to overcome this problem. He will continue working with HPO and will reduce the amount of HPO to hopefully arrive at a desired successful evaluation.

FOLLOW-UP ACTION REQUIRED:

Continue quarterly contact.

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

-0283B-

7/31/84. Called Gavilan ant-
7/31 per R. Baca - he is working on HPO - trying to make it work

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CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION PONDS SHARPE DE MEXICO, S.A. ADHESIVES
NAUCALPANEDO, DE MEXICO SEALANTS

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 08/30/84

PERSONS INTERVIEWED: Peres Gavilan, President

CALL OBJECTIVE: Discuss HPO.

RESULTS OF CALL:

His original evaluation indicated we could not replace 7R05 on a pound-for-pound basis. In addition, he commented that the HPO produced a matte finish vs. a more normal gloss finish with the 7R.

Commented that the past difficulties of Canadian Asbestos suppliers indicate that he should continue his evaluation over the long term. To this end, he asked for 500 # HPO to make a production batch and submit samples to his customers.

GLD - Can we give 500 # HPO to Pond's Sharpe if they pay the freight to Mexico City?

FOLLOW-UP ACTION REQUIRED: Follow up on HPO sample. Continue quarterly contact.

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-0327B-

OK for sample.

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: POND'S SHARPE DE MEXICO, S.A.
NAUCAL PANEDO
MEXICO CITY

INDUSTRY CLASSIFICATION: SEALANTS & ADHESIVES

SALESMAN: J. E. WALSH
T. P. NORRIS

REGION: COMMERCIAL

DATE OF CALL: 04/25/85

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS

☐ Health & OSHA Information Blue Book

☐ Dust Count Report

☐ Other, specify below

PERSONS INTERVIEWED: Peres Gavilan, President (not seen)

CALL OBJECTIVE: Discuss HPO.

RESULTS OF CALL:

A breakfast meeting was cancelled because of a business problem.

Mr. Gavilan has evaluated HPO in his aluminum asphalt coatings but commented that HPO appears to contribute to a reduction in the brightness of the aluminum paste. He promised to continue his evaluations by reducing the asbestos content of the formulation until an acceptable product is developed.

FOLLOW-UP ACTION REQUIRED: Continue normal calls.

COPIES TO: [redacted], GML, JEW, KC-FILE, PITTS-FILE, JTK

-0467B-

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION POND'S SHARPE DE MEXICO, S.A. — ADHESIVES
NAUCAL PANEDO, MEXICO — SEALANTS

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 01/24/84

PERSONS INTERVIEWED: PERES GAVILAN, PRESIDENT

CALL OBJECTIVE: Discuss HPO

RESULTS OF CALL:

The difficulty of shipping ~~L&L~~ LTL samples into Mexico continue, as the 500# HPO sample shipped from King City never arrived in Mexico City. More than one customer has advised that it is most difficult for small quantities to arrive safely. Will atttempt to locate sample through the broker and have it delivered to Mexico City. Mr. Gavilan advised Carey is attempting to qualify with 7RS1.

FOLLOW-UP ACTION REQUIRED: Locate sample. Continue quarterly contact.

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(0414B)

4/24/85 - Sample received. Aluminum paste, Lumen brightener with HPO. Will Customer evaluating to determine paper adaptation.
Expected to meet 4/25 but his schedule would not permit it.