PLAINTIFF'S EXHIBIT
UC-506

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

905-545-6540

CUSTOMER & LOCATION EUZKADI VAT
MEXICO CITY

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 01/24/85

PERSONS INTERVIEWED: ANTONIO PENALOSA, PLANT MANAGER

CALL OBJECTIVE: Develop sales for SG-100

RESULTS OF CALL:

As updated earlier, evaluations at Euzkadi were successful. Although we had lab and purchasing approval to become a second source, plant management indicated we could not supply asbestos for their VAT because Armstrong World Industries, Licensor to Euzkadi, had advised them against such a decision. Discussion with Mike Raughton, International Technical Manager at Armstrong indicated some misgivings, which were soon corrected. He wrote a letter to Euzkadi indicating this change, and this meeting continues the discussion to become a second supplier.

Mr. Penolasa advised that normal Canadian asbestos content in their formulation was 12% and that by using Calidria he could reduce his asbestos content by 40%. In some formulations he has reduced his Canadian usage to as little as 4%.

In contrast to other VAT producers he commented we are successful in dark colors and not the lighter colors. When using Calidria in his lighter colors he must include an additional 15% T_1O_2. Told him of our usual experience that less T_1O_2 would be required in lighter colors, and that an extensive evaluation should permit him to experience similar savings.

Quoted him $150.00 per ton, F.O.B. plant. A main requirement for him is that we provide 50# P.E. bags.

He promised to look at our pricing and determine where, if any, Calidria would fit into his overall asbestos requirements.

FOLLOW-UP ACTION REQUIRED: Continue quarterly calls.

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

(0415B)

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: EUZKADI
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 905-545-6540

PERSONS INTERVIEWED: Susan Rodriguez, Purchasing (not seen) Ex. 220

CALL OBJECTIVE: Develop sales of SG-103.

RESULTS OF CALL:

A previously scheduled lunch date with Mr. Penalosa and Mr. Escalante was cancelled due to a conflict in their schedules. However, Susan Rodriguez had called the Long Beach office on 4/23 for a quote on 60 tons SG-103. This is a continuing step in our efforts to supply part of their asbestos requirements estimated to be around 1,000 tons/year.

Telexed Susan on 4/29 giving her the telex number of the Long Beach office as well as reaffirming our position to supply their asbestos requirements.

FOLLOW-UP ACTION REQUIRED: Continue normal calls.

4/25/85 - Susan on Vacation w/o 4/29/85

Mr. Escalante on Vacation w/o 5/6/85

5/6 - Susan has Telex! She to give to Penalosa & Nouis.

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

-0472B-

Dial 9-011-525-545-6540

to Antonio Penalosa & Susan.

Wants to make additional trials.

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CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION EUZKADI VAT
MEXICO CITY

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 10/31/84

PERSONS INTERVIEWED: JOAQUIN ESCALANTE, INVENTORY MANAGER
FRANCIS BASURTO, R & D (NOT SEEN)
ANTONIO PENALOSA, PLANT MANAGER (NOT SEEN - VACATION)

CALL OBJECTIVE: Develop potential for SG-100

RESULTS OF CALL:

Had attempted to set up a meeting with Antonio Penalosa to discuss problem associated with our beginning to do business with his company. (Refer attached ROC, Armstrong World Industries). However, he was scheduled for vacation the week of October 29, and therefore not available.

Review ou discussion with Mr. Escalante, who would prefer to have two sources of asbestos supply. Mr. Escalante also informed me that they have reduced their asbestos usage by reducing the asbestos content of the mix from 9% to 4%, and the potential volume now drops below 1,000 tons/years.

FOLLOW-UP ACTION REQUIRED: Set up meeting with Mr. Escalante and Mr. Penalosa next time in Mexico City.

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

(-0375B-)

ING. ANTONIO PEÑALOSA VIERA
Director
División Pisos

BFGoodrich
EUZKADI

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CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION EUZKADI VAT
MEXICO CITY

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 10/31/84

PERSONS INTERVIEWED: JOAQUIN ESCALANTE, INVENTORY MANAGER
FRANCIS BASURTO, R & D (NOT SEEN)
ANTONIO PENALOSA, PLANT MANAGER (NOT SEEN - VACATION)

CALL OBJECTIVE: Develop potential for SG-100

RESULTS OF CALL:

Had attempted to set up a meeting with Antonio Penalosa to discuss problem associated with our beginning to do business with his company. (Refer attached ROC, Armstrong World Industries). However, he was scheduled for vacation the week of October 29, and therefore not available.

Review ou discussion with Mr. Escalante, who would prefer to have two sources of asbestos supply. Mr. Escalante also informed me that they have reduced their asbestos usage by reducing the asbestos content of the mix from 9% to 4%, and the potential volume now drops below 1,000 tons/years.

FOLLOW-UP ACTION REQUIRED: Set up meeting with Mr. Escalante and Mr. Penalosa next time in Mexico City.

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

(-0375B-)

Union Carbide trial exhibit UC-506: T. P. Norris Customer Call Reports on Euzkadi, Mexico City, Vinyl Asbestos Tile... Published by AsbestosClaims.Law
ACL Doc 15745 · Page 4 of 8 asbestosclaims.law/library/15745/4

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: EUZKADI
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: VAT

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 08/29/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Mr. Escalante, Manager of Inventory
Mr. Basurto, R&D (not seen - on vacation)

CALL OBJECTIVE: Continue to develop potential for SG-103-7.

RESULTS OF CALL:

We have been advised that after successful Laboratory and Production trials and Euzkadi's desire to give us some part of their business, that upon their attempt to have Union Carbide approved as a supplier, their Licensee, Armstrong Co., refused to give them approval to use CALIDRIA Asbestos. Will attempt to locate someone in their Lancaster, Pennsylvania, Home Office who can provide some information on this matter.

Estimated potential 1,800 tons/year.

On August 20, 1984 a 5% duty was placed on all imported asbestos. Previous to this decision, asbestos had been duty-free.

FOLLOW-UP ACTION REQUIRED:

TPN - Contact Armstrong Co., Lancaster, Pennsylvania.

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

-0323B-

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: EUZKADI
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 6/20/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Joaquin Escalante, Manager of Inventory
Francis Basurto, R&D (not seen - on vacation)

7/31
2 1/2 MONTHS NOTICE

CALL OBJECTIVE: Routine prospect call.

RESULTS OF CALL:

We are still attempting to obtain a portion of his 1,000 ton asbestos requirement. However, Mr. Escalante continues to plead high inventory of Canadian asbestos and finished tile. Also does not desire to have duplicate asbestos grades for the same tile formulation. Believe we made progress in encouraging him to make an extended production run in high brightnes tile, where we should be more economical, because less SG-103 and T_1O_2 would be required. Also discussed our R/R contract rate that all in all should affect his bottom line.

Mr. Escalante also sees the value of having two asbestos sources, and not dependent on a Canadian source alone.

FOLLOW-UP ACTION REQUIRED:

Maintain quarterly calls.

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

-0281B-

7/31 - plant making trial with last 5,000# SG-103-7. Rail rate Contract Cancel be an influencing factor. Said I would be down in Aug. (Lunch?)

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: EUZKADI
MEXICO CITY, MEXICO
905-545-6540

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

PERSONS INTERVIEWED: Joaquin Escalante, Manager of Inventory

CALL OBJECTIVE: Routine call.

RESULTS OF CALL:

We had expected to visit here but due to problems within Euzkadi, Mr. Escalante was called out-of-town and so was unable to meet with us. After his successful trial in December, 1983, we expected to begin supplying his 1,000 ton asbestos requirement in early 1984. However, he has advised that heavy inventories of Canadian asbestos, as well as not wanting to have 2 asbestos grades for the same formulation, have put a temporary hold on this potential. A letter outlining this information has been promised. We expect to maintain contact here and will push for usage of SG-103 in those formulations with the highest T102 requirement. It is felt that this will be our best opportunity here and should make the most sense to Euzkadi.

Also learned that J. M. Asbestos is used rather than the expected Carey 7TS.

FOLLOW-UP ACTION REQUIRED: Maintain quarterly contact.

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

-0250B-

5/4/84 - Escalante not available
Vacation from 5/7 to 5/11.

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: EUZKADI
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: FLOOR TILE

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 11/16/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Joaquin Escalante, Inventory Manager
Francis Basurto, Research & Development

CALL OBJECTIVE:

Quarterly call on VAT prospect.

RESULTS OF CALL:

The evaluation of SG-103-7 is underway. Not much information has been generated except that they have problems color matching in light color VAT versus the Canadian asbestos. Assured them that experience with our asbestos, over the long term, would tend to minimize the difference. They would prepare a larger P.E. bag than the present 70 lb.

Estimated yearly asbestos potential 1,800 ton.

FOLLOW-UP ACTION REQUIRED:

Maintain quarterly contact.

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

-0728z-